

WHITE PAPER



Report on Civic Issues Registered by Citizens and Deliberations done by Municipal Councillors in Mumbai

April 2018

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I. Foreword

The Municipal Corporation of Greater Mumbai, (MCGM), responsible for providing civic services to Mumbai's approximately 1.24 crore citizens, has seemingly turned a deaf ear towards its own citizen's complaints. Citizens are becoming more and more unhappy with the MCGM; Complaints have shown a meteoric rise of 49% from 2015 to 2017. And yet, the average number of days taken to resolve these complaints has gone up from 15 days in 2015 to a shocking 48 days in 2017.

To its credit, the MCGM closed 83% of the complaints it received in 2017, up from a meagre 58% in 2016. There still does not exist a mechanism, however, in which the citizens' satisfaction with the resolution of the complaint can be gauged. To get an idea about this aspect, a complaint audit—by means of a survey of citizens whose complaints were resolved—can be an effective mechanism. Alternatively, a standard 5-choice question can be asked from the citizens once their complaint is resolved/closed.

Additionally, 17% of complaints were escalated to the higher authority. Once escalated, approximately 96% of the complaints reached the civic chief (Municipal Commissioner). Considering that there are three levels (Chief Engineer/Assistant Municipal Commissioner, Deputy Municipal Commissioner and Additional Municipal Commissioner) between the initial level and the Municipal Commissioner, the number of complaints getting escalated to the chief is discouraging.

The primary role of the elected representatives is deliberative (take part in discussions, ask questions and overlook the working of the executive), and it is the duty and responsibility of the executive to answer the councillors. Praja has been tracking the average time taken for the executive to answer the point of order questions. We are happy to note that the average number of days taken to answer a Point of Order question has consistently decreased from 328 days in 2013 to 43 days in 2017.

We are also happy that the current Elected Representatives (ERs) are faring better in their participation in deliberations in the ward committees. The batch of 2017 asked 856 questions between Mar-Dec '17 compared to 679 questions between Mar-Dec '12 asked by the batch of 2012.

However, 38 Municipal Councillors have not asked a single question till now, this is really disappointing because the primary role of the municipal councillors is deliberation. They are completely failing in their responsibility by not deliberating in the ward committees.

With big projects being sanctioned and rapid development under way, Mumbai is gasping for a breath of fresh air, and its health is progressively becoming worse year-on-year. The highest monthly average Air Quality Index has consistently become worse from 134 in December 2015 to 170 in January 2016 to 186 in January 2017.

In a first, Praja Foundation has obtained data on Public Toilets (Pay & Use) under the MCGM. Under the Swachh Bharat Mission, the city of Greater Mumbai has been declared Open Defecation Free (ODF). However, it seems that our civic body is giving more priority to men over women. There is a glaring disparity of 64% when it comes to comparing the number of male and female toilet seats in public toilets.

This is shocking since it is women that are in dire need of support in terms of sanitation infrastructure. 'C' ward, which is historically known to have a floating (migratory) population has a shocking disparity of 85%.

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Dismal numbers such as these in a mega city like Mumbai are disheartening, and the MCGM should make a concerted effort to correct this disparity.

As always it is our endeavour through our White Paper to highlight the issues that concern the citizens. Our approach is to report the realities and engage with our ER's and Government to bring about the change and improvements required, which will be beneficial to the citizens and the city.

NITAI MEHTA

Founder Trustee, Praja Foundation

II. Acknowledgement

Praja has obtained the data used in compiling this white paper through Right to Information Act, 2005. Hence it is very important to acknowledge the RTI Act and everyone involved, especially the officials who have provided us this information diligently.

We would like to appreciate our stakeholders; particularly, our Elected Representatives & government officials, the Civil Society Organizations (CSOs) and the journalists who utilize and publicize our data and, by doing so, ensure that awareness regarding various issues that we discuss is distributed to a wide-ranging population. We would like to take this opportunity to specifically extend our gratitude to all government officials for their continuous cooperation and support.

Praja Foundation appreciates the support given by our supporters and donors, namely European Union Fund, Friedrich Naumann Foundation, Ford Foundation, Dasra, Narotam Sekhsaria Foundation and Madhu Mehta Foundation and numerous other individual supporters. Their support has made it possible for us to conduct our study & publish this white paper.

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Section I. Analysis of Political Party Manifestos

When political parties make certain promises in election manifestos, it is expected that they would have put some thought into those issues in the years leading up to the election. If parties made an effort to raise these issues in the period before the elections, then it indicates a sincerity towards the causes they espouse. It also indicates a coherent thinking process of the parties.

The most objective way of analysing this is by comparing the promises in the manifestos with the questions asked by the councillors in the corporation and its various committees. For this, we collated all the promises made by major political parties in their manifestos and divided them into several broad categories. Not all parties have necessarily asked questions related to all of these categories. Within these categories, we have compared specific issues raised by the parties in their manifestos with questions raised by them in the preceding years. Thus, we have restricted our analysis to these sub-issues rather than focusing on broader issues.

In our analysis we have compared Issues in Political Party Manifestos for 2017 MCGM elections and Questions asked by respective Party Councillors during March 2017 to December 2017. We have given the benefit of doubt to political parties while comparing issues mentioned in the manifestos with questions raised earlier. For example, if completion of the Gargai project was listed as an issue in the manifesto, questions related to increased water supply were taken as being related to this issue, even if the questions were not specifically about the project. This is because although the completion of the project is a specific issue, it is linked to the broader question of adequate water supply.

We are going to track this section every year in our civic issues report henceforth to see whether the newly elected councillors are raising any of the issues that their respective political parties have mentioned in their manifestos.

Note: Numbers next to main points in the table below indicate number of sub-points mentioned by that party under that point.

Table 1: Bhartiya Janta Party (BJP) Manifesto

Manifesto Points	No. of Questions (Mar '12 - Dec '16)	No. of Questions (Mar '17 - Dec '17)
1. Affordable houses (8)		
<p>Completed by 2022 under Pantpradhan Awas Scheme and house for everybody asking for; Construction of 11 lakh affordable houses to provide house to everybody in Mumbai; Slum Redevelopment Scheme, MHADA redevelopment scheme will be speeded up; Ownership house will be provided to Corporation's cleaning staff within five years; Redevelopment of B.D.D./B.I.T. Chowls and Dharavi; Section 33(7) will be made applicable to residents in dilapidated buildings in suburbs; Rehabilitation of slums near airport and slums of hill slopes; Shifting and rehabilitation of slums in C.R.Z. area.</p>	4	9
2. Best Transport (8)		
<p>To manage budgeted deficit in Best budget cross subsidy will be granted by Municipal corporation; Wi-Fi system will be installed in all bus depot and buildings of Best; Pollution free Best buses running on battery will be purchased; Five big Best terminals will be constructed in Mumbai; Multi-storied parking areas will be constructed on premises of Best depots to enhance income of Best undertaking; Considering new network of Metro bus routes will be replanned and changed; Mobile app PIS - Passenger Information System - will be developed so that passengers will know definite timing of bus service; Scheme will be prepared for Best employees preferably for best bus drivers and conductors.</p>	8	6
3. Development Plan (24)		
<p>Inclusion of development plan mandatory of the Municipality under section 61 of Municipality Act, 1888; New independent department for the strict implementation of Development Plan 2034 and erection of independent ward in every departmental office; Implementation of special campaign/ security policy to allow access of Occupation Certificate to buildings older than 15 years; Cancellation of increased property tax and increased water bill in case of buildings older than 15 years; Policy decision for the use of Fungible FSI of discounted rates to regulate additional carpet area covered by flowerbed, balcony; Immediate possession of reserved and facility land plots developed under Reservation to make them available for public use; Logging redevelopment of 103 Municipal markets in Mumbai will be completed in 5 years; Additional galas available in market redevelopment will be used for rehabilitation of project affected and hawkers and footpaths will be cleared; "Mumbai Bajarhot" will be started of free facility plots in Mumbai; Reserved galas will be made available on rent in municipal markets for products from konkan; Mumbai Nagpur Samruddhi Corridor; Mumbai Delhi Corridor; Mumbai-Pune-Nashik_Ahmedabad Bullet Train; Sewri-Nhava Shev Trans Harbour Link way connecting Mumbai and Navi Mumbai within 30 minutes will be completed; Metro Projects- 2,3, 4, 5, 6,7 will be completed before year 2022 and passenger capacity will be increased by additional 90 lakh Passenger; Passenger carrying capacity will be doubled from present with construction of High, Railway on present railway route (Rail-over-rail); Row-row water transport will be started. Borivali-Nariman point, Belapur - Gote way, Bandra, Juhu,Charkop, Versova,Tender process initiatedRope-way transport will be started between Mumbai and Navi Mumbai and Uttan-Gorai- Borivali; 500 Wi-Fi spots started in Mumbai; 4717 CCTV cameras - 24 hours electronic surveillance system active; Irregular traffic in Mumbai will regularised with use of state-of-the art technology by Digital Policing using CCTV in Wi-Fi Mumbai; BJP's central government scheme- Now three independent residents by Mumbai port Trust available for cancer patients undergoing treatment in Mumbai; Free Wi-Fi will be made available for citizens of all main roads, public markets, gardens, Crowded areas; Large CCTV Network will be built up of public places. schools, bus stands, hospitals, gardens and crowded areas by following up with State Government.; Wi-Fi system and CCTV system will be co-ordinated with Municipal Corporation- Mumbai Police-Mumbai Fire Brigade- Disaster Management System and in turn third eye will keep watch on of crimes-criminals and Disaster Management will be strengthened and mode effective; Power generated from non-conventional sources like solar energy- wind energy will be used in various Municipal buildings and complexes.</p>	57	18

4. Disaster Management (4)		
Additional Disaster Management Center will be established in the east and west suburbs; Fire Department and hospitals, State of art systems will be created for management; Non government organizations helping in the disaster management will be connected with the Disaster Management Center; Disaster Management Training Center will be established. Through this center, a Disaster Management Volunteer force will be created.	2	0
5. Fire Brigade (6)		
Number of Fire Brigade Stations will be increased. Number of Fire Brigade stations will be decided considering geographical area based on population; Mini fire tenders will be made available for gaothans, koliwadass, hilly areas, etc.; State-of-the art and scientific fire fighting equipments will be purchased to make it reachable in high-rise buildings.; Special training centers will be started for Fire Brigade; Considering this proper fire resistance uniform and equipment/material will be provided to every fire officer and fireman; Wireless fire panic button will be installed in each building using Wi-Fi system and through it each building may be connected to control room of Fire Brigade by pressing just one button	3	2
6. Flood (3)		
Additional FSI will be given to the residents residing in the low level areas which suffer from floods.; Additional Water Expressing Centers will be established to drain the rain water speedily.; A network of small rain water lines will be created on the roads in mumbai and the missing links will be found out to make the water flow network complete.	16	2
7. Holistic Development (10)		
Theatres will be developed oi facility plots in Mumbai city; Development and beautification of Hoi Ali in Mumbai will be undertaken; Cemetery for siya muslims will be developed; Recreation center for senior citizens will be started in each zone; Special school center will be started in each zone for mentally handicapped. Free bus service will be made available to such students; Mumbai will be made banner-free by removing all unauthorised banners, hoardings; To enhance participation of citizens in administration, a meeting will be called under chairmanship of Ward committee in each zone once o month to communicate with non government and social organizations; To implement 'Hoppy Street' concept for citizens in each zone necessary arrangement will be mode by corporation; Premises will be made available for construction of fuel canthers, CNG gas/Petrol=diesel station for vehicles on East-West High Ways and important roads; Special policy will be framed to encourage registered 30,152 business and professions in Mumbai for generation of employment and self-employment	1	4
8. Municipal Hospital (10)		
Make use of Health Information Management System to entirely computerize the health service provided in all the major and minor hospitals of the Municipality; Install RISPAC (Radiology Information System Picture Archival Communication System) in every major hospital; build individual hospitals in east and west suburban for the treatment of infectious diseases; make additional 500 ventilators available in the hospitals in Mumbai; redevelop TB Hospital; Build special hospitals for AIDS control; Girl child is born in the Municipal Corporation Hospital, on amount of Rs. 5000/- will be kept as fixed deposit in the name of that girl child for 18 years; build trauma centre and dialysis centre in each hospitals; Build a special hospital for treatment of cancer in the jurisdiction of Municipality; Improve ICU capacity and ventilators in hospitals.	18	7
9. Municipal School Education (16)		
Build new schools for physically challenged students in every administrative ward and to take them to and fro these schools a free special bus service will be made available; Strict implementation of Right to Education Act; Special campaign to improve the number of Marathi schools and Marathi Medium Students; Increase in the number of semi-English mediums along with other mediums; Commission of Kindergarten (KG) closses in all Municipality schools; Maintenance of digital catalogue to reduce & control the student dropout rate; Erection of updated computer labs in all Municipality schools; Improvement in capacity to gain knowledge through digital classrooms along with updated educational material, equipment's and audio visual technology; Special focus on cleanliness in Municipality schools; Independent website of education department and availability of educational material; Erection of Dr. Abdul Kalam Educational Science Centre to improve students interest in Science; Organisation of various study tours for Municipality students; Study rooms and libraries in Municipality schools; Strict quality control of the nutritional value of Mid-day Meal food and achievement of quality improvement; Implementation of Central Government's Skill Development Programme for Seventh and Eighth Standard students; Complete the process of appointing sufficient number of teachers	77	18

10. New Road Project (7)		
No street tax till new roads are not made; a network-of elevated roads near the rail roads will be created by the Municipal Corporation; As per Municipal Corporation Act, clause 61(N), it is mandatory to wash the roads and clean the roads; Clause of utility duct will be included in the roads contracts; More bright with use of L.E.D. bulbs at all street lamps and electricity will be saved on a big scale; High mast L.E.D. lights will be installed of major junctions of main roads; Streetlights will be provided in slum areas.	6	14
11. Open Spaces (19)		
Protection of all open spaces; Development and beautification of open spaces will be done as well as suggestions will be entertained by the local people before the implementation; Open spaces will be kept open for public; Erection of mobile tower in a garden will be prohibited; Beautification of Powai Lake and of all other lakes; Cleaning and beautification of coastline and beaches; Erection of CCTV system on sea beaches for security, also life guard will be stationed; Stationing of cleanliness volunteer unit for 24 hour maintaining of cleanliness of sea beaches; Establishment of independent authority for the purpose of cleaning, purification and beautification rivers; Commencement of water sports on water fronts; Appointment of committee of environmental experts to study the hazardous as well as environmental friendly elements for Mumbai; Protection and conservation of 12859 hectares of Natural area that constitutes 29.59% of total area of Mumbai; Strict penal action against things that are harmful to the environment; Use of satellite images and camera drone for protection of mangrove forests on lands; Construction of Mangrove park on a forty acre plot in Mulund as well as in Kandivali Chorkop; Large scale plantation of trees in Mumbai city. Felicitation by the Mayor of the participants and NGO's that plant and adopt more than 3000 trees; Making of 1503 silent zone areas in mumbai free from noise pollution by sound absorbing/cutting technology like MMRDA of the state government; Erection of smoke towers to measure and control the pollution level; Completion of Noise Level Mapping in Mumbai. Along with air pollution, to control noise pollution, measurement with decibel metres of levels of noise by vehicles and other sources and proper action against them	50	39
12. Planning of Hawker and Peddlers (8)		
Planning and regulation of the street hawkers; Provision of all facilities to hawkers and peddlers to do their businesses in a respectful manner.; planning and regulation of hawker and peddler business via guidance system; Surveys of hawkers and peddlers to determine and give a fixed timing of business and areas of operation; Mobile hawkers and peddlers permit for those who operate on two-wheelers, three-wheelers and four-wheelers; Issuance of permit for former weekly market in big housing societies as per no objection certificate and recommendation of the said society; Official spaces and licences to miscellaneous professionals such as leather workers, flower-garland sellers and newspaper sellers; Reservation for physically challenged in hawkers and peddlers area	26	23
13. Potholes (1)		
Policy of making roads in Mumbai free of potholes in five years	18	4
14. Property Tax (4)		
Property tax rates will be stabilised for 5 years; Each property holder will receive individual property bill; Abhay scheme will be implemented for recovery of arrears of property tax; Special discount will be given to green and environment supporting buildings using unconventional energy, classifying wet and dry waste, and reusing-drainage water	3	6
15. Public Health (12)		
Introduce o Citizen Smart Health Card for the citizen and these cardholders will be provided a free body checkup once every year; Conduct o health survey of Mumbaikars; Implement Mumbai Mahanagarपालिका Jeevodaya Aarogya Yojana; Make available a Rs.5 lakhs per family/per year Health Insurance Cover; Available the essential medicines for free. For that purpose, will update the list of medicines. Focus will be on more utilisation of generic medicines; Introduce a telemedicine consultancy; Expand blood component lab; Introduce skin bank in Mumbai; Introduce a special outpatient ward for poor patients operational from 7.00 PM to 10.00 PM; Make available independent patient ward (paid ward) for patients or reasonable rates; Introduce a Yog Training Centre and Yogic Healing Treatment Centre at every ward and will make integrated medicines and treatments available; Improve the current undergraduate and postgraduate student admission capacity of the Municipal Medical College	28	9

16. Road Tendering (1)	9	3
People will be given double financial compensation to the people affected by road widening		
17. Sanitation (1)	30	4
Free water and electricity will be provided to the public toilets in the slums		
18. Sewerage (7)	5	15
Immediate attention will be paid to the 50% un-sewerage areas and a time bound program will be established to create a network of sewerage systems.; the sewerage connection will be made available to anybody who applies for the same.; Municipal Corporation will establish eight S.T.P. (Sewerage Treatment Plant).; In the remote areas - hilly areas the modern technologies such as micro-tunneling will be used; S.T.Ps will be made compulsory for re-use of waste water in industrial areas, commercial complexes, non-residential offices and big residential complexes; Avoid thefts of the lids of chambers of the sewerage lines, new lids made with fiber will be used to avoid potholes created by its weight; Scheme of toilet for every home will be implemented in all the slums and for the same the work of sewerage systems		
19. Social culture/ Tourism / Encouragement to Mumbai Tourism / Monuments Of The Great Personalities/Marathi Pride (26)	10	1
"Redevelopment policy" will be framed for giving justice to sons of soil of gaathon, Koliwad; Special efforts will be made to provide basic amenities to residents in C.R.Z. area; Upgradation of walkways, lighting, lavatories, sanitation, etc. for sons of soil Koli, Agari, ST's of Gaothan, Koliwada, etc.; Permission to be granted for repairing homes in Gaothan, Koliwada by relaxing stringent conditions; Health centers/mobile dispensary will be made available in Gaothan - Koliwada area; Independent closets/ shades will be constructed of various places for sell of fish for koli women; Agari - Koli Bhavan to be built; Work lagging behind in Zoo will be completed in one year; Clean state-of-the art and strong cages and other facilities will be made available on priority basis to give justice to Indian animals.; 23 Theme gardens/gardens will be developed; New Indian animals and birds will be brought; Interpretation Zoo, Aquarium, cafeteria and administrative office will be started newly immediately in constructed building; Work of Entrance plaza will be completed; A lesson on Samyukta Maharashtra Movement will be included in the curriculum of each student learning; A special scheme for preservation of Marathi language will be implemented by Municipal corporation. Efforts will be made by this department to use Marathi on computers and websites to maximum extent; Mumbai Marathi Sahitya Sammelan' will be organised; Mumbai Museum Gallery will be constructed exhibiting Hisiory of Mumbai and Pride and Culture of Maharashtra; Mumbai's local deity "Shri Mumbadevi Mandir Area" will be developed; Marathi Granthsangrahalaya will be upgraded; Corporation's theatres will be made available to Marathi drama of discounted rates on priority basis; Independent Tourism Development Department will be started in corporation for encouraging Mumbai Tourism; Eastern seo coast will be opened for tourism. Attractive water fronts. cruise terminal, row-row transport, marine plaza, water sports and theme garden will be developed in thot area.; Services like Nilmbari, Vibhavari best buses and amphibian duck buses will be provided and upgraded to encourage Mumbai Darshan tourism; In the Indian Ocean, the tallest monument of international quality of Chatrapati shivaji Maharaj will be created; A gigantic monument of Dr. Babasaheb Ambedkar of Indu Mill; A giant monument of Hindu Hriday Samrat Balasaheb Thakare		
20. Solid Waste Management (SWM) (10)	57	31
free dust bins will be provided for the classification of wet waste and dry waste; Call 24x7 waste collection will be done to implement the Zero Waste campaign; Number of small waste carrying carts (ghanta gadi) will be increased and the waste in the slum areas and remote areas will be collected.; Housing societies which will carry out classification of waste into dry waste and wet waste will be given financial incentives in the tax system; Vehicle Tracking System under GPS system will be used on approx. 1500 waste carrying vehicles making 3746 trips daily; Clean area voluntary group will be created under the Special Cleanliness Campaign in the slum areas and in chawls. ; Slum Adoption scheme (Dattak Vasti Yojana) will be implemented effectively; For the solid waste management, considering that the capacity of waste process land in Mumbai is finished, alternate arrangements will be established in Mumbai Mahanagar boundaries.; Project for generating electricity from waste will be implemented; Systems will be established to lift the debris and process ii to create sand for the construction material and re-use the some		

<p>21. Traffic Management (6)</p>		
<p>Traffic Comprehensive Mobility Plan prepared by the state government will be implemented by the year 2020 and the Western Free Way; State of art signaling systems will be established; Traffic guidance will be made available using the state of art G.P.S. systems; Follow up with the state government will be done and expansion of Eastern Express Freeway will be carried out from Govandi to Ghatkopar-Thane and will be connected to the Metro-4 route; Providing of parking palace at railway stations, bus stands, rickshaw stands and crowded places; SATIS(Station area traffic improvement scheme) will be implemented.</p>	<p>25</p>	<p>6</p>
<p>22. Transparent administration/Tendering Contactor/Citizen Participation (21)</p>		
<p>Some contractors in mumbai muncpal corporation have provided low quality work for which their cartel will be put to an end so big contractors can work; Municipal corporation will enter into joint ventures for contract work; Changes in law will make it compulsory for the officers of municipal corporation to show their balance sheet; The persons who are helping cartels in tenders and opposing the E-tender will be booked under organized crime.; The information about proposed and sanctioned proposals of the Mumbai Municipal corporation will be published in a transparent manner for the citizens of Mumbai; In every six months funds allotted to the corporators and their details will be provided in a booklet form and electronic form for all citizens free of cost.; Citizens who inform about thefts or persons involved in theft or help in increasing muncpal corporation's income will be given 10% without disclosing their names; A ,Up-Lokoyukto, designation will be created as per the present laws in the Mumbai Municipal Corporation jurisdiction , for the citizens of Mumbai.; Whenever the citizens of Mumbai lodge complaints, these complaints are finally entangled in the maze of the legal department procedures of the Municipal Corporation.; Every year, one audit of the balance sheet of Mumbai Municipal Corporation will be carried out and its report will be published in a simple language for the common public.; If there are variations In the given contracts then a Third Party Audit will be carried out for the same.; In one year suggestions and proposals will be invites from the citizens; The complaints submitted by citizens and action taken for the same will be informed to citizens by a SMS.; The force of inviting consultation from consultants,opinions from experts, scheduled rate, earnest money etc. will be carried out by expert committee and their suggestions will be implemented within six months.; As per the Right to Service Act, a Right to Municipal Service Act will be proposed and Citizen Charter will be established.; It will be made compulsory for the elected corporators to conduct Area Meetings under the 'Nagarraj Bill'.; The entire administration of Municipal Corporation Head Office and Divisional Office will be connected through video conferencing; Financial Incentive will be given to those citizens in Mumbai who will carry out all services, facilities, transactions hundred percent cashless; A separate mobile app for municipal corporation to submit complaints and suggestions for citizens; A Special Force will be established to implement the suggestions given in the internal and external audit report of the Municipal Corporation.; An inquiry of the Educational, Health and other projects, initiated during the lost twenty years in the Municipal Corporation under P.P.P. contracts and their current status will be carried out by a retired judge.</p>	<p>3</p>	<p>19</p>
<p>23. Water Supply (13)</p>		
<p>Water for any one, For the next 5 years, ; 24 hour water supply will be provided; Right to water- who ever applies for water will be supplied water; Where no taps are there water will be provided through tankers; 750 liters per day per family; The Water Projects of Gargoi. Pinjal, Damanganga will be completed and 3200 MLD additional water will be made available; Water Purification systems will be improved; Protection of bigger main water lines, along with the security guards, E-security guards, i.e. C.C.T.V. cameras will be fitted; Modernization of Water Hydrant will be carried out for prompt emergency management and removal of complaints about contaminated water. The Water Hydrant will be cleaned with a time bound program.; Stop the monopoly of the licensed plumbers, on area-wise panel of the licensed plumbers will be prepared and fixed rates will be decided for the services offered; Processing plant will be established to convert the saline water of the ocean into potable water; Wherever there is no tap connection, Municipal Corporation will supply water through tankers; Time bound program will be designed to fight this dreadful problem and will be implemented immediately</p>	<p>32</p>	<p>20</p>

24. Women, children, youth & Wealfare of youth / Senior citizens (15)		
Increased Special Financial Provision for women in gender budget; Commission of women employment, training centres for self-employment, Sakhi-Kendras, Women Support Centres and Skill Development Centres; Consultation Centre for technical guidance and financial help in self-employment; Fully-equipped maternity homes; NICU & Infant Specialty Ward in Mumbai City and Suburbs; Right To Pee - E-Toilets will be created for women in the vicinity of one kilometer and the information about these will be made available on mobile apps; Availability of sanitary napkin handing machine and sanitary napkin disposable machine in ladies' toilets.; Sports grounds with modern facilities will be created for youth; Premises with more than 10000 sq. ft space available there football court, basketball court, etc. and gymnasium to be erected; Swimming pool will be constructed in each administrative zone; Indoor stadium will be constructed in each zone; Study room and digital library will be constructed for students; Skill development center will be constructed for youth; Self-employment counseling center will be constructed for youth; Mayor Trophy Competition will be organised for country sports of Mumbai level	91	12
Total	579	272

Table 2: Shiv Sena (SS) Manifesto

Manifesto Points	No. of Questions (Mar '12 - Dec '16)	No. of Questions (Mar '17 - Dec '17)
1. Affordable houses (1)	14	0
Gharkul' scheme for sanitation workers and other municipal employees		
2. Best Transport (3)	20	4
Unified budget for BMC and BEST; To start small buses for people living in suburbs; Integrated bus, metro and local pass		
3. Development Plan (2)	75	9
To classify koliwadass as 'gaothans' to allow their development; To retain Aarey colony as a green zone under the new Development Plan.		
4. Disaster Management	5	1
5. Fire Brigade	12	0
6. Flood (1)	85	2
New pumping stations at Mogra and Mahul		
7. Municipal Hospital (4)	67	8
To set up a medical college in Shatabdi hospital; To set up a cath lab at Cooper Hospital; To set up special hospitals for management of diabetes; Stores selling generic medicines in civic hospitals		
8. Municipal School Education (6)	194	1
Encouragement to skill development and vocational training; To set up e-libraries in island city as well as suburbs; Starting self-defence training for girls ; Priority in BMC jobs to be given to students from BMC schools; To set up a 'sangeet' academy in every ward; Better and more nutritious mid-day meals		
9. New Road Project (3)	12	0
Completion of the Goregaon-Mulund Link Road project; Two-wheeler stands for citizens and dabbawallas near stations; Completion of the Coastal Road project		
10. Open Spaces (2)	179	5
To construct new gardens, and also undertake beautification of traffic islands; More spaces to be created for sports to be played on open grounds		
11. Planning of Hawker and Peddlers	46	5
12. Potholes	37	5
13. Property Tax (2)	5	4
Property tax waived off for houses less than 500 sq feet; Concession in property tax to be given to houses larger than 700 sq feet if they segregate waste, conduct rain water harvesting, etc.		
14. Public Health (4)	136	13
Balasaheb Thackeray Aarogya Kawach Yojana; To set up modern facilities for healthcare of sanitation workers; To introduce ambulances which can serve multiple patients at a time for use in disaster or emergency situations; To introduce 'OPD on wheels' project to ensure health at citizens' doorsteps		
15. Road Tendering	3	1
16. Sanitation (1)	46	7
To increase the number of public toilets		
17. Sewerage	18	5

18. Social culture/ Tourism / Encouragement to Mumbai Tourism / Monuments Of The Great Personalities/Marathi Pride (4)	12	4
A memorial will be constructed as a tribute to Marathi theatre; To set up a memorial for freedom fighters; To create a tourist attraction on the eastern shoreline; To construct a 'Dabbawala bhawan'		
19. Solid Waste Management (SWM) (1)	141	9
Garbage processing centre to be set up at Deonar dumping ground		
20. Traffic Management	56	4
21. Water Supply (2)	52	7
To set up treatment plants for reusing sewage water; To complete Gargai, Pinjal projects at the earliest		
22. Women, children, youth & Welfare of youth / Senior citizens (3)	165	10
Sanitary napkin vending machines in toilets for women; To set up recreation centres for senior citizens; To construct a football ground as well as an international level training centre for shooting.		
Total	1380	104

Table 3: Indian National Congress (INC) Manifesto

Manifesto Points	No. of Questions (Mar '12 - Dec '16)	No. of Questions (Mar '17 - Dec '17)
1. Affordable houses	17	0
2. Best Transport	6	2
3. Development Plan	76	0
4. Disaster Management	3	0
5. Fire Brigade	8	0
6. Flood	69	0
7. Municipal Hospital (2)		
Free medicines will be distributed in all Municipal hospitals; After co-ordinating with the private hospital doctors, special panel will be established for providing free service at Municipal Corporation hospitals	21	4
8. Municipal School Education (6)		
To make sure that every BMC school is made as the same level as Right to Education (RTE); Many schools which have been closed will now be made open; Structure of all the schools will be upgraded; The shortage in the number of teachers will be removed; International School Plan- In the start we will develop one BMC school and make it of an international level and with that experience will make all the schools in the city of that level; Each ward will have an advanced digital and traditional library; Students of Municipal School will get free bus pass for travelling upto 5 kms.	89	3
9. New Road Project (3)		
In the coming 7 years, all roads will be built of concrete; It would be ensured that with new roads, useful ducts would be made; Each ward will have an engineer team appointed to look after the roads	11	0
10. Open Spaces (6)		
All the open spaces like RG, PG, garden will come under the possession of Municipal Corporation; Maintenance of all the open spaces will be done by Municipal Corporation; Mumbai people will now get free entry at all open spaces; An independent department will be appointed by Municipal Corporation to look after the open spaces; Political leaders who have taken the possession of the open spaces and encroached on these spaces, action will be taken against them and the lands will be taken and their shops will be shut; Identification of the poor slums near the open spaces so that we can improve the living conditions of the poor people	80	3
11. Planning of Hawker and Peddlers (4)		
Hawker Protection Act passed in the parliament will be followed in accordance; All the hawkers working in Mumbai will be given a legal licence so as to stop the bribe that they pay, which will also help in giving justice to the traders and residents; Arrangements to make available nice, clean and free sidewalk on all paths in Mumbai; Proper legal system to be implemented so that the hawkers carry on with their work on their demarcated places	21	4
12. Potholes (1)		
Complaints on potholes to be addressed within 24 hours	14	1

13. Property Tax (4)		
Property tax waived off for houses less than 500 sq feet; To make the Clearance Department more skilled and to incorporate transparency and will reduce the price of houses; Organising of Citizen Meetings in every 3 months with BMC officers and steering committee heads; Organising of people gatherings in every 3 months with ward level officers and municipal servants for discussion of grievances	1	0
14. Public Health (7)		
In Municipal Corporation's budget, funds for the health service will be raised by 15%; Under the policy, 'Doctor Aapke Dwaar Par', ambulatory clinics will be opened up in each constituency. Will have one doctor, one nurse and medicines free of cost for the patients; Free transport facility for the pregnant women during their puerperium for their visits to the hospital ; Free blood will be made available at blood banks at all health departments of BMC ; Free yearly health check-ups for the women of the age group 20-40 years; Two to three times increase in the number of doctors and health staff at municipal corporation	61	0
15. Road Tendering (1)		
Appointment of an independent audit team for the inspection of the condition of all roads- grouping and classification of all roads will be done	5	0
16. Sanitation	39	1
17. Sewerage	20	3
18. Social culture/ Tourism / Encouragement to Mumbai Tourism / Monuments Of The Great Personalities/Marathi Pride	6	0
19. Solid Waste Management (SWM) (5)		
The first motive is to make Mumbai clean and trash free; Arrangement to shift all the three dumping grounds out of Mumbai; International methods for the disposal of wastes will be brought to Mumbai; Alike international cities, process for the production of electricity, gas, compost by wastes will be started; To treat every drop of dirty water in Mumbai, Dirty Water Process Plant will be made ready at many places	107	4
20. Subsidized Meals (2)		
Municipal Corporation Canteen- Municipal Corporation canteens will be opened up in many places which will provide full meal at low prices. In the start, this policy will start at all major centres. Afterwards, this facility will be opened for all the citizens in many parts of the city; 'Manpa Thali' will be given at the least rate of Rs. 20 for the general public at Municipal canteens, full meal at Rs. 20 will be provided.	1	0
21. Traffic Management (1)		
Study of the intelligent traffic distribution and management will be done, so that, in times of heavy traffic the reason for the traffic jam and distribution is ascertained	26	0
22. Transparent administration/Tendering Contactor/Citizen Participation	2	0

23. Water Supply (6)		
Free drinking water for each family as per their necessity; Every household will get water connection for Rs. 1500; Will work on reducing water leakage, aim is to reduce the leakage by 10-15%; Establishment of fully advanced digital system to measure the water flow in the city and to prevent any water theft and water leakage; 100% water meter policy to be implemented without any pendency; Aim to make Mumbai tanker-free	40	7
24. Women, children, youth & Welfare of youth / Senior citizens (14)		
Availability of advanced digital and traditional library(for various competitive exams) with newspapers, computers and wifi; Free bus travelling pass for the graduate students; One Sports School for every five ward to promote youth for a healthy lifestyle and to pursue a career in sports . International level center for olympics and other games. ; Training center for the development of the reading-speaking skills of English and Marathi language for better job opportunities; Mumbai Students Self Career- Youth of the age group 15-25 years helping in the cleanliness programme of BMC for 5 days in a year will be given smartphone and free wifi for a year. ; Under the Municipal Corporation Canteen Policy, prominence will be given to the Women Self Help Group by creating jobs for them; High standard toilets will be built across Mumbai only for women with the availability of free sanitary napkin vending machines; Skill Development Centre will be opened to promote women's talents; Women and Children homes for poor women; Availability of open spaces near poor slums so that the mothers can spend time with their kids; Easy accessibility towards health wellness of women and their children; Joint venture of Municipal Corporation with Mumbai Police for women safety; Reserved tables for women at Municipal Corporation canteens; All the Municipal Corporation canteens will be run by Womens Self Help Group.	63	2
Total	786	34

Table 4: National Congress Party (NCP) Manifesto

Manifesto Points	No. of Questions (Mar '12 - Dec '16)	No. of Questions (Mar '17 - Dec '17)
1. Affordable houses	1	0
2. Best Transport (4)	2	0
Mini bus services for localities far from railway stations; Connecting buses to trains, metro and monorails; For electricity users, waiving of all charges except electricity tax; Land allotted for BEST bus stands, electricity sub-stations, etc will not be sold and will be used for their designated purposes.		
3. Development Plan (4)	13	0
Mobile markets at ward levels; To set up a fish market to be run by women in every ward; To construct toilets for women in fish markets; Concession on property and water tax		
4. Disaster Management	0	1
5. Fire Brigade (3)	6	0
To acquire land marked under DCR to construct fire station; To set up two separate fire stations in the suburbs; Rules will be modified to introduce new methods of fire-fighting for high-rises		
6. Flood	11	0
7. Municipal Hospital (6)	41	10
To ensure that civic hospitals have adequate facilities such as trauma centres, CT scans, etc.; To make the Sewri TB hospital a world-class and modern hospital; To set up two municipal hospitals of the standard of KEM hospital in the western and eastern suburbs; To improve security and install CCTVs in municipal hospitals; Stores selling generic medicines in civic hospitals; Laboratory testing facilities to be available in civic hospitals		
8. Municipal School Education (6)	37	2
To improve condition of municipal school buildings which are in a dilapidated condition in accordance with the report of the Justice Dhanuka committee; To provide life insurance scheme for all civic school students; Plots reserved for schools will be used only for that purpose; To give encouragement to students who excel in sports and arts.; Priority in BMC jobs to be given to students from BMC schools; Municipal corporation will bear the cost of further education of students who score more than 75% marks		
9. New Road Project (3)	0	2
Streetlights running on solar energy to be constructed; Blacklisting of contractors who do substandard work; Widening of narrow roads		
10. Open Spaces (5)	19	0
Beautification of all chowpaties; Installation of CCTV cameras on open grounds for safety; To ensure drinking water facility on existing municipal grounds; Jogging track and open gym in municipal gardens; To make 'Ranicha baug' a site of international standards		

11. Planning of Hawker and Peddlers (4)		
To conduct discussions with citizens on doubling number of hawker zones; Modernization of Deonar abbattoir; To implement hawkers policy; To construct pavements which are free from hawkers	3	0
12. Potholes (2)		
To pay special attention to potholes; To fix a pothole within a day and to take action against contractor within one week	5	0
13. Property Tax (1)		
To reduce the difference between the property tax of old buildings and new buildings	0	0
14. Public Health (5)		
Implementation of Mumbaikar health insurance scheme; To employ medicinal sprays at night to prevent contagious diseases; To increase the municipal budget for health and to implement it; On swamps and salt pans, insecticides will be sprayed; To start online OPD/counselling centre 'Hello doctor'; Special schemes for TB-free Mumbai	110	4
15. Road Tendering (1)		
Tenders at an international level will be sought for widening/renovation of roads	2	0
16. Sanitation	7	2
17. Sewerage (3)		
To complete the BRIMSTOWAD project at the earliest; To cover open drains; To construct closed drainage system for entire suburban area	5	1
18. Social culture/ Tourism / Encouragement to Mumbai Tourism / Monuments Of The Great Personalities/Marathi Pride (2)		
Setting up of new auditoriums and an art gallery; Creating new tourist spot such as snow park, marine aquarium	0	1
19. SWM (5)		
To create a 'Clean Up' App to receive complaints about dumping of solid waste; To generate electricity from solid waste, and use it for BMC; To create a waste disposal centre in every division; To give concession on property tax for societies which segregate dry and wet waste; Large canals to be covered	31	0
20. Subsidized Meals		0
21. Traffic Management (1)		
To set up multiple-storeyed parking lots and also set up underground parking lots	10	0
22. Water Supply (6)		
To create and implement a plan to create new projects on Kalu, Shahi, Gargai and Pinjar rivers; To increase the capacity of water tanks in water treatment plants at Panjrapol and Bhandup; Constructing new water tanks and increasing capacity of old ones; To roll back the 8% increase in water tax; To stop collection of various sewage taxes from slum-dwellers; To levy equal tax on people who live in buildings without completion certificate, rather than double tax	7	0

23. Women, children, youth & Welfare of youth / Senior citizens (10)		
<p>Women's SHGs to be given priority in providing mid-day meals in schools; Creches to be started in every ward; Corporation to provide space for women's SHGs to sell their products; Women's SHGs to be given priority in managing parking lots and public toilets; To implement schemes giving 50% concession to women in healthcare services; Corporation to run courses in running beauty parlours, mehndi, stitching, typing, etc.; Setting up of day care centres in addition to old age homes; 75% concession in BEST buses for senior citizens; Appointing an officer in every ward for welfare of senior citizens; Free health checkup every three months in PHC centres</p>	35	0
Total	345	23

Section II. City Summary of Civic Complaints

Table 5: Status report of total complaints in year 2015 to 2017

Year	Total Complaints		Closed Complaints	Average No. of days taken to resolve a complaint	Complaints Registered (Action Pending)	In Process (Not assigned/ Re Assigned/ Being Attended)	Not related to MCGM	Councillor code not given
2015	61,910*	Total	46,337	15	14,985	574	14	53,554
		In (%)	75%		24%	1%	0.02%	87%
2016	81,555	Total	47,511	19	31,997	1,975	72	56,342
		In (%)	58%		39%	2%	0.09%	69%
2017	92,329	Total	76,763	48	14,573	905	88	70,708
		In (%)	83%		16%	1%	0.10%	77%

* - excluding complaints received via the 'Voice of Citizens' portal

Inference:

- Total no. of Complaints in Mumbai have steadily increased from 61,910 in 2015 to 92,329 in 2017, which is an increase of 49%.
- The Councillor Code¹ was not filled for 77% of the citizen complaints registered in 2017 as compared
- According to the Citizen's Charter², it should take, on an average, 3 days to resolve the complaints.
- **This means that even though more complaints are being closed, it is taking a lot more time to close them.**
- A reason for this lack of time-bound service delivery could be that there is **no mechanism for citizen's feedback** after a complaint is resolved. There is no way for a citizen to give feedback on the way their complaint was resolved, or after the complaint is registered.

Note: MCGM maintains complaints received through various portals on the Central Complaint Registration System (CCRS). Praja Foundation obtains all data relating to complaints, escalation, and action taken on complaints through RTI applications. The 'Citizen's Charter' shown in this White Paper refers to the document of 1999, which was a combined effort of the MCGM and Praja Foundation. It has been used as a reference document to gauge the difference between time in which a citizen expects a complaint to be solved and the actual time taken to solve a complaint.

¹ While solving complaints the engineer concerned has to mention the councillor name (code) for each complaint, based on the constituency that the complaint belongs to. This is compulsory and should be filled out rigorously. This will assist councillors to get the list of constituency-wise complaints.

² 18 issues are included in the Citizen's Charter. Refer to Table 69 in Annexure.

Table 6: Civic Complaints by Citizens in Mumbai during calendar years 2015 to 2017

Issues	Complaints			Increase from 2015 to 2016 (in %)	Increase from 2016 to 2017 (in %)
	2015	2016	2017		
Roads	13,601*	13,475	11,606	-1%	-14%
Buildings	14,999	16,257	19,267	8%	19%
Drainage	9,904	12,269	15,940	24%	30%
Water Supply	7,728	7,246	6,959	-6%	-4%
Solid Waste Management (SWM)	5,213	7,330	10,144	41%	38%
License	7,145	8,368	10,372	17%	24%
Pest control	4,364	6,078	5,529	39%	-9%
Garden	1,307	1,658	1,844	27%	11%
Colony Officer	881	1,954	1,245	122%	-36%
Storm Water Drainage	830	1,386	1,532	67%	11%
Shop and Establishment (S & E)	401	561	1,478	40%	163%
Medical Officer Health (MOH)	553	1,111	1,595	101%	44%
MCGM related	447	862	889	93%	3%
Estate	112	560	407	400%	-27%
Toilet	159	290	416	82%	43%
Pollution	135	220	215	63%	-2%
School	56	74	42	32%	-43%
Nuisance due to vagrants on municipal roads, footpaths, gardens		1,856	2,849		54%
Mumbai	67,835*	81,555	92,329	20%	13%

*includes complaints via the 'Voice of Citizens' portal

Inference:

- Shops & Establishment (S & E) complaints showed the largest increase from 2016 to 2017 (163%).
- Complaints related to Solid Waste Management have consistently risen from 2015 to 2017, showing a 41% increase from 2015 to 2016 and a 38% increase from 2016 to 2017.
- Similarly, complaints related to Toilets have also steadily increased from 2015 to 2017, showing an 82% increase from 2015 to 2016 and a 43% increase from 2016 to 2017.
- Interestingly, complaints relating to the Estate Department rose by 400% from 2015 to 2016 but decreased by 27% from 2016 to 2017.

Table 7: Sub-issue wise Civic Complaints by Citizens during the calendar years 2015 to 2017

Issues/Sub-Issues	No. of Complaints			Average Days taken			No. of Questions asked in Ward Committee in 2017
	2015	2016	2017	2015	2016	2017	
Licence							
Hawkers	3,777	4,299	6,632	13	16	45	24
Storage and sale of plastic bags	28	19	40	19	31	47	0
Trade without License	324	528	700	16	26	60	7
Unauthorised Banners/ Advt on Road	1,470	1,994	1,280	11	14	31	0
Unauthorised Flour Mill	13	44	39	27	27	50	0
Unauthorised Stalls on roads/ Footpaths	1,387	1,389	1,386	18	25	57	2
Unauthorised Storage of Explosives	52	59	178	18	27	33	0
Unauthorised workshop or Garage	94	36	117	15	15	57	4
Total Complaints	7,145	8,368	10,372	14	17	45	37
MOH							
Issue of Birth/ Death Certificate	97	261	187	12	17	45	0
Unauthorised Food Selling/ Preparation (MOH)	456	850	1,408	19	24	44	10
Total	553	1,111	1,595	18	22	45	10
Shops & Establishment							
Employing children (below 14) in the org	16	17	22	14	16	50	0
Found staff working more than on muster	9	21	44	8	18	44	0
Non observance of Holidays	9	18	23	10	21	40	0
Not providing minimum wages	4	6	8	8	25	50	0
Online Renewal Application	11	86	834	9	18	32	0
Open beyond permissible hours	28	68	110	18	20	58	0
Running without license	273	323	414	11	20	52	2
Shop open on weekly holiday	51	22	23	12	18	44	0
Total	401	561	1,478	12	19	40	2

Inference:

- Complaints related to 'Trade without License' increased by 116% from 2015 to 2017.
- A total of 2,522 complaints were registered regarding trade without licence/ unauthorised food selling/preparation/running without license, etc.
- A total of just 19 questions were asked on the aforementioned issues.

Table 8: Sub-issue wise top four Civic Complaints by Citizens during the calendar years 2015 to 2017

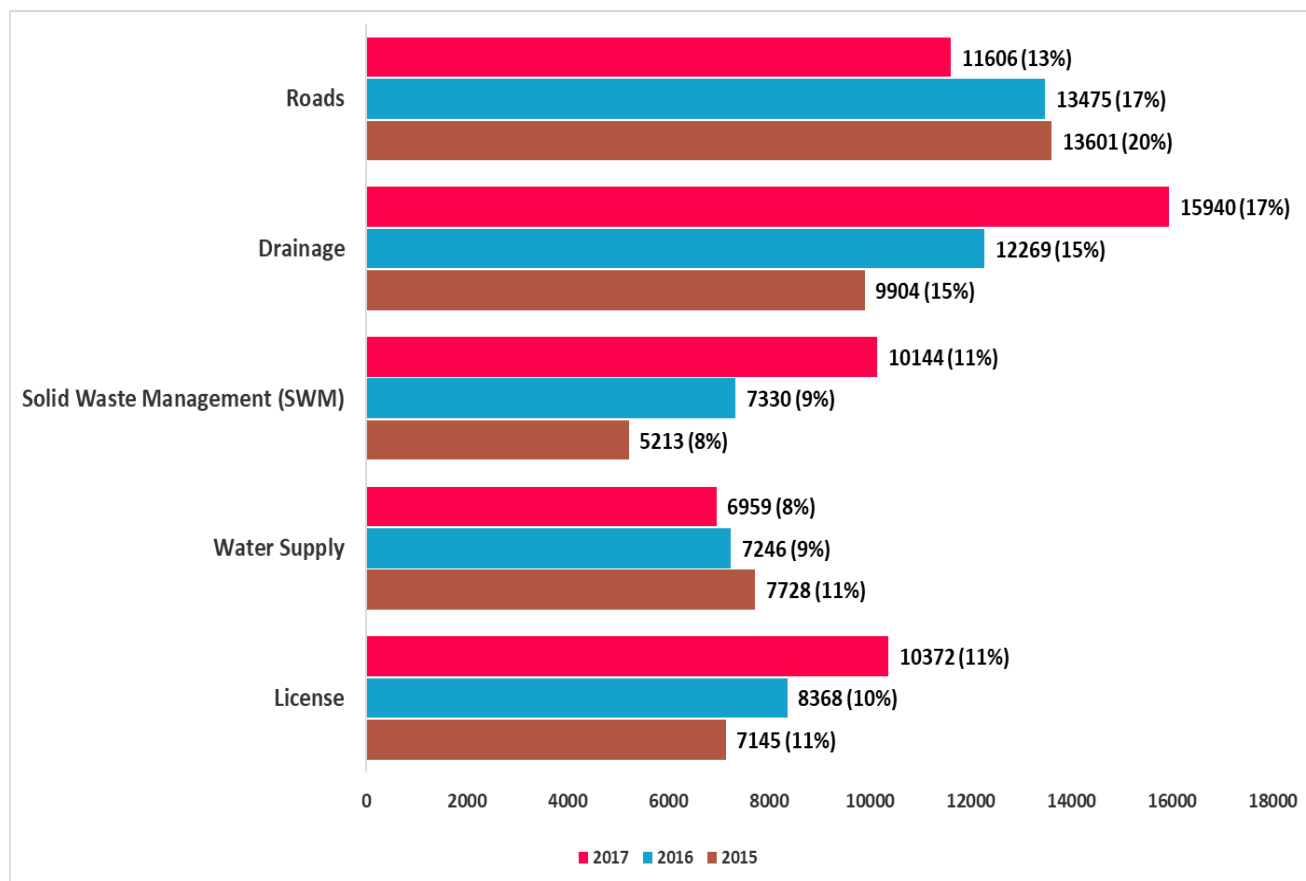
Issues/Sub-issues	2015	2016	2017	Increase from 2015 to 2016 (in %)	Increase from 2016 to 2017 (in %)
Roads					
Bad Patches / Potholes on the Roads	7,491	5,841	4,164	-22%	-29%
Municipal Land - Road/ Footpath/SWD	2,855	2,823	2,721	-1%	-4%
Resurfacing of Road	1,308	1,009	1,239	-23%	23%
Total complaints	13,601	13,475	11,606	-1%	-14%
Drainage					
Drainage Chokes and Blockages	5,591	7,199	9,256	29%	29%
Overflowing drains of manholes	2,807	3,107	4,346	11%	40%
Replacement of Missing / Damaged Manhole	675	657	957	-3%	46%
Total complaints	9,904	12,269	15,940	24%	30%
Solid Waste Management (SWM)					
Garbage not lifted from House/Gully/Municipal Market/Road/Authorised collection point	1,593	2,109	3,597	32%	71%
Removal of Debris	953	1,241	1,625	30%	31%
Lifting of Tree Cutting	573	635	794	11%	25%
Providing/removing/replacing dustbins	334	425	499	27%	17%
Collection point not attended properly	345	1,002	565	190%	-44%
Total complaints	5,213	7,330	10,144	41%	38%
Water Supply					
Shortage of Water Supply	2,739	2,491	2,253	-9%	-10%
Leaks in Water Lines	2,077	1,436	1,333	-31%	-7%
Unauthorised Tapping of Water Connection	961	976	939	2%	-4%
Contaminated Water Supply	802	980	1,207	22%	23%
Total complaints	7,728	7,246	6,959	-6%	-4%

Inference:

- There has been a significant rise in Complaints related to “Garbage not lifted from House/Gully/Municipal Market/Road/Authorised collection point”, from 1,593 in 2015, to 2,109 in 2016 (32% increase) and 3,597 in 2017 (71% increase). It is a 126% increase from 2015 to 2017.
- Complaints related to “Collection point not attended properly” showed an increase of 190% from 2015 to 2016, but then showed a decrease of 44% from 2016 to 2017.
- Total Solid Waste Management (SWM) complaints have increased by 41% from 2015 to 2016 and 38% from 2016 to 2017. This shows the inefficiency of the Swacch Bharat Abhiyan Campaign.

Graph 1: Comparison of most frequent complaints³ by citizens from Jan 2015 to Dec 2017

Note: The percentages mentioned in brackets indicate the share of complaints related to that issue with respect to total number of complaints. For e.g. In 2017, 13% of total complaints were related to 'Roads'.



Inferences:

- Complaints related to 'Drainage issues' (15,940) is the most frequently complained about issue in 2017. It constitutes almost one-fifth (17%) of all complaints.
- Over the last three years, complaints related to Licences, Drainage and Solid Waste Management have steadily increased, while those related to Water Supply and Roads have steadily decreased. This indicates that more and more citizens in Mumbai are agitated by the government's lack of preparedness towards the monsoons, garbage, and ease of doing business.
- After the launch of the Voice of Citizen Portal in November 2011, there was a drastic increase in the number of complaints registered in 2012 (24,414 complaints through the portal). There was a further increase in complaints registered in 2013 (36,475 complaints through the portal).

³ The complaints registered data is obtained through RTI from the Central Complaint Registration System (CCRS) of the MCGM

Table 9: Analysis of complaints attended (closed) in comparison with days mentioned in MCGM's Citizen Charter⁴

Issues/Sub-issues	To resolved as per Citizens' Charter	Actual time taken to resolve			
		2015	2016	2017	Increase from 2016 to 2017 (in %)
Drainage					
Drainage Chokes and Blockages	1	8	11	32	186%
Overflowing drains or manholes	1	13	20	56	189%
Odour (Foul Smell) from Drains	1	14	20	71	253%
Replacement of Missing / Damaged Manhole	1	18	21	66	217%
Raising of Manhole (except in Monsoon)	7	11	17	40	136%
Cleaning of septic tank	7	16	24	56	135%
Repairs to pipe sewers/main sewers	7	18	20	60	200%
Water Supply					
Contaminated Water Supply	1	12	19	37	95%
Leaks in Water Lines	7	14	18	37	103%
Shortage of Water Supply	2	15	19	38	97%
Burst Water Main	1	15	17	37	119%
Solid Waste Management (SWM)					
Garbage not lifted - Co-authorized Point	1	15	17	12	-29%
Collection point not attended properly	1	9	15	22	47%
Garbage lorry not reported for service/ Lorry not covered	1	9	15	12	-20%
Providing/removing/replacing dustbins	8	9	18	24	33%
Sweeping of road	1	10	15	16	1%
Removal of Dead Animals	1	7	12	19	56%
No attendance at public toilets	2	11	20	28	43%
Average	3	13	16	37	131%

Inference:

- Following the overall trend in Mumbai, average days taken to resolve a complaints related to SWM, Water Supply and Drainage in MCGM has more-than-doubled from 16 days in 2016 to 37 days in 2017.
- It took **71 days (more than 2 months)** to resolve complaints related to “Foul Smell from Drains” in 2017. According to the citizen’s charter, complaints under this name should be resolved in a day.
- Similarly, it took **66 days (just more than 2 months)** to resolve complaints related to “Replacement of missing/damaged manhole”, when it should only take 1 day according to the citizen’s charter. This is particularly worrisome since there has been a continued trend of people dying in open manholes in monsoon.

⁴ Citizen Charter <http://goo.gl/M8EL9h>

Table 10: Issue wise comparison of Total complaints and Complaints closed

Complaint Type	Total complaints received		Closed Complaints				Average days to resolve a complaint	
	2016	2017	2016		2017		2016	2017
			In no.	In (%)	In no.	In (%)		
Roads	13,475	11,606	7,813	58%	9,922	85%	21	49
Buildings	16,257	19,267	5,767	35%	12,607	65%	29	86
Drainage	12,269	15,940	8,413	69%	14,147	89%	14	43
Water Supply	7,246	6,959	4,369	60%	6,054	87%	19	39
Solid Waste Management (SWM)	7,330	10,144	5,172	71%	10,020	99%	16	17
License	8,368	10,372	6,102	73%	9,587	92%	17	46
Pest control	6,078	5,529	5,446	90%	5,139	93%	14	38
Garden	1,658	1,844	749	45%	968	52%	24	52
Colony Officer	1,954	1,245	309	16%	762	61%	24	73
Storm Water Drainage	1,386	1,532	810	58%	1,323	86%	23	58
Shop and Establishment	561	1,478	363	65%	1,376	93%	19	40
Medical Officer Health (MOH)	1,111	1,595	562	51%	1,314	82%	22	40
MCGM Related	862	889	429	50%	710	80%	25	66
Estate	560	407	123	22%	221	54%	25	80
Toilet	290	416	205	71%	397	95%	21	33
Pollution	220	215	84	38%	128	60%	26	83
School	74	42	14	19%	21	50%	44	94
Nuisance due to vagrants on municipal roads, footpaths, gardens	1,856	2,849	781	42%	2,067	73%	28	57
Grand Total	81,555	92,329	47,511	58%	76,763	83%	19	48

Inference:

- As stated earlier, even though the number of closed complaints has increased, average number of days taken to resolve the complaints has also increased, disproportionate to the increase in number of closed complaints.
- Days taken to resolve complaints related to 'Pollution' was **83** in 2017.

Table 11: Issue wise comparison of Total complaints and Action taken on complaints

Complaint Type	Total complaints received		Action Taken Report*			
	2016	2017	2016		2017	
			In no.	In (%)	In no.	In (%)
Roads	13,475	11,606	10,757	80%	9,973	86%
Buildings	16,257	19,267	11,268	69%	12,562	65%
Drainage	12,269	15,940	9,866	80%	14,019	88%
Water Supply	7,246	6,959	5,833	80%	6,030	87%
Solid Waste Management (SWM)	7,330	10,144	6,312	86%	9,013	89%
License	8,368	10,372	7,312	87%	9,578	92%
Pest control	6,078	5,529	5,806	96%	5,147	93%
Garden	1,658	1,844	1,070	65%	972	53%
Colony Officer	1,954	1,245	1,155	59%	770	62%
Storm Water Drainage	1,386	1,532	1,157	83%	1,324	86%
Shop and Establishment	561	1,478	476	85%	1,372	93%
Medical Officer Health (MOH)	1,111	1,595	921	83%	1,302	82%
MCGM Related	862	889	626	73%	715	80%
Estate	560	407	391	70%	223	55%
Toilet	290	416	245	84%	361	87%
Pollution	220	215	171	78%	128	60%
School	74	42	34	46%	22	52%
Nuisance due to vagrants on municipal roads, footpaths, gardens	1,856	2,849	1,180	64%	2,072	73%
Grand Total	81,555	92,329	64,580	79%	75,583	82%

*differs from 'Case Closed'

Inference:

- Action Taken Report generation on complaints related to 'Pollution' have decreased from 78% in 2016 to 60% in 2017. This is surprising since air pollution is severely affecting Mumbai's health, and the MCGM is not taking necessary steps to curb the harmful effects of pollution.

Table 12: Issue wise comparison of Total complaints and Complaints Escalated

Complaint Type	Total complaints received		Complaints Escalated (Escalated to Level I – AMC/Chief Engineer)			
	2016	2017	2016		2017	
			In no.	In (%)	In no.	In (%)
Roads	13,475	11,606	2,614	19%	1,747	15%
Buildings	16,257	19,267	4,392	27%	6,741	35%
Drainage	12,269	15,940	1,855	15%	1,869	12%
Water Supply	7,246	6,959	2	0%	3	0%
Solid Waste Management (SWM)	7,330	10,144	875	12%	179	2%
License	8,368	10,372	739	9%	972	9%
Pest control	6,078	5,529	167	3%	469	8%
Garden	1,658	1,844	567	34%	885	48%
Colony Officer	1,954	1,245	804	41%	502	40%
Storm Water Drainage	1,386	1,532	230	17%	219	14%
Shop and Establishment	561	1,478	68	12%	85	6%
Medical Officer Health (MOH)	1,111	1,595	185	17%	320	20%
MCGM Related	862	889	230	27%	189	21%
Estate	560	407	170	30%	186	46%
Toilet	290	416	41	14%	25	6%
Pollution	220	215	51	23%	89	41%
School	74	42	37	50%	21	50%
Nuisance due to vagrants on municipal roads, footpaths, gardens	1,856	2,849	686	37%	818	29%
Grand Total	81,555	92,329	13,713	17%	15,319	17%

Note: Level I – AMC/Chief Engineer, Level II – DMC, Level III – Additional Municipal Commissioner and Level IV is Complaint will escalate to Municipal Commissioner. The escalation matrix is a computerised mechanism by which complaints which are not resolved within a stipulated time are automatically shown as being placed before a higher authority within the MCGM.

Inference:

- Half of the complaints related to ‘Schools’ have consistently been escalated in 2016 as well as 2017 (50%). There needs to be a greater emphasis on solving problems relating to Schools, especially with the dropout rates increasing in MCGM schools.

Table 13: Category-wise status of Complaints escalated in the year 2017

Complaint Type	Total Complaints Received	Escalated Complaints			
		Level I (AMC/Chief Engineer)	Level II (DMC)	Level III (Add. MC)	Level IV (MC)
Roads	11,606	1,747	1,747	1,747	1,747
Buildings	19,267	6,741	6,621	6,337	6,124
Drainage	15,940	1,869	1,869	1,864	1,810
Water Supply	6,959	3	3	3	3
Solid Waste Management (SWM)	10,144	179	178	178	175
License	10,372	972	972	972	972
Pest control	5,529	469	469	469	469
Garden	1,844	885	885	885	885
Colony Officer	1,245	502	502	502	502
Storm Water Drainage	1,532	219	219	219	219
Shop and Establishment	1,478	85	85	85	85
Medical Officer Health (MOH)	1,595	320	320	320	320
MCGM Related	889	189	189	189	189
Estate	407	186	186	186	186
Toilet	416	25	25	25	25
Pollution	215	89	89	89	89
School	42	21	21	21	21
Nuisance due to vagrants on municipal roads, footpaths, gardens	2,849	818	818	818	818
Total	92,329	15,319	15,198	14,909	14,639
In (%)		17%	16%	16%	16%

The table above depicts the number of complaints escalated to different levels under the 'escalation matrix' which has been adopted by the MCGM. The escalation matrix was developed to address the problem of complaints remaining stuck at the lower level of the civic administration, with no way to enforce accountability. Through this system, the higher administration is mandated to take note of and address complaints if they are not solved within a stipulated time.

Inference:

- If a complaint is solved at the level at which it is filed, it is treated as being solved at Level 0. As can be seen through the data, once complaints are escalated, they reach the highest level i.e. that of the Municipal Commissioner, 14,639 out of 15,319 (95.56%) cases in 2017. Even though this is down from 99% in 2016, it is still a very high percentage.
- The highest number of complaints registered were in "Buildings" (19,267), of which only 6,124 (32%) complaints were resolved at Level IV.
- Total of 680 complaints were resolved at Level IV out of 15,319 complaints registered at Level I.

Table 14: Issue-wise details of complaints on Level 0

Issues	Level 0			
	Total Complaints	No. of Complaints on which action was taken	Closed Complaints	Average Days
Roads	11,606	9,859	9,817	48
Buildings	19,267	12,526	12,471	86
Drainage	15,940	14,071	14,055	42
Water Supply	6,959	6,956	6,054	39
Solid Waste Management (SWM)	10,144	9,965	9,965	17
License	10,372	9,400	9,398	43
Pest control	5,529	5,060	5,060	37
Garden	1,844	959	959	52
Colony Officer	1,245	743	742	73
Storm Water Drainage	1,532	1,313	1,312	58
Shop and Establishment (S & E)	1,478	1,393	1,361	40
Medical Officer Health (MOH)	1,595	1,275	1,275	43
MCGM Related	889	700	697	64
Estate	407	221	220	80
Toilet	416	391	391	32
Pollution	215	126	126	83
School	42	21	21	94
Nuisance due to vagrants on municipal roads, footpaths, gardens	2,849	2,031	2,031	57
Total	92,329	77,010	75,955	48

Table 15: Issue-wise details of complaints on Level I

Issues	Level I			
	Total Complaints	No. of Complaints on which action was taken	Closed Complaints	Average Days
Roads	11,606	0	0	0
Buildings	19,267	120	8	40
Drainage	15,940	0	0	0
Water Supply	6,959	0	0	0
Solid Waste Management (SWM)	10,144	1	1	59
License	10,372	0	0	0
Pest control	5,529	0	0	0
Garden	1,844	0	0	0
Colony Officer	1,245	0	0	0
Storm Water Drainage	1,532	0	0	0
Shop and Establishment (S & E)	1,478	0	0	0
Medical Officer Health (MOH)	1,595	0	0	0
MCGM Related	889	0	0	0
Estate	407	0	0	0
Toilet	416	0	0	0
Pollution	215	0	0	0
School	42	0	0	0
Nuisance due to vagrants on municipal roads, footpaths, gardens	2,849	0	0	0
Total	92,329	121	9	42

Table 16: Issue-wise details of complaints on Level II

Issues	Total Complaints	Level II		
		No. of Complaints on which action was taken	Closed Complaints	Average Days
Roads	11,606	0	0	0
Buildings	19,267	284	23	48
Drainage	15,940	5	5	273
Water Supply	6,959	0	0	0
Solid Waste Management (SWM)	10,144	0	0	0
License	10,372	0	0	0
Pest control	5,529	0	0	0
Garden	1,844	0	0	0
Colony Officer	1,245	0	0	0
Storm Water Drainage	1,532	0	0	0
Shop and Establishment (S & E)	1,478	0	0	0
Medical Officer Health (MOH)	1,595	0	0	0
MCGM Related	889	0	0	0
Estate	407	0	0	0
Toilet	416	0	0	0
Pollution	215	0	0	0
School	42	0	0	0
Nuisance due to vagrants on municipal roads, footpaths, gardens	2,849	0	0	0
Total	92,329	289	28	88

Table 17: Issue-wise details of complaints on Level III

Issues	Level III			
	Total Complaints	No. of Complaints on which action was taken	Closed Complaints	Average Days
Roads	11,606	0	0	0
Buildings	19,267	213	12	51
Drainage	15,940	54	4	144
Water Supply	6,959	0	0	0
Solid Waste Management (SWM)	10,144	3	3	57
License	10,372	0	0	0
Pest control	5,529	0	0	0
Garden	1,844	0	0	0
Colony Officer	1,245	0	0	0
Storm Water Drainage	1,532	0	0	0
Shop and Establishment (S & E)	1,478	0	0	0
Medical Officer Health (MOH)	1,595	0	0	0
MCGM Related	889	0	0	0
Estate	407	0	0	0
Toilet	416	0	0	0
Pollution	215	0	0	0
School	42	0	0	0
Nuisance due to vagrants on municipal roads, footpaths, gardens	2,849	0	0	0
Total	92,329	270	19	71

Table 18: Issue-wise details of complaints on Level IV

Issues	Level IV				Total Unresolved Escalated Complaints
	Total Complaints	No. of Complaints on which action was taken	Closed Complaints	Average Days	
Roads	11,606	1,747	105	92	1,642
Buildings	19,267	6,124	93	104	6,605
Drainage	15,940	1,810	83	122	1,777
Water Supply	6,959	3	0	0	3
Solid Waste Management (SWM)	10,144	175	51	7	124
License	10,372	972	189	135	829
Pest control	5,529	469	79	68	390
Garden	1,844	885	9	113	876
Colony Officer	1,245	502	20	80	482
Storm Water Drainage	1,532	219	11	115	208
Shop and Establishment (S & E)	1,478	85	15	97	70
Medical Officer Health (MOH)	1,595	320	39	88	235
MCGM Related	889	189	13	155	176
Estate	407	186	1	196	185
Toilet	416	25	6	58	19
Pollution	215	89	2	50	87
School	42	21	0	0	21
Nuisance due to vagrants on municipal roads, footpaths, gardens	2,849	818	36	100	782
Total	92,329	14,639	752	101	14,511

Table 19: Issue-wise Status of Action Taken Report Generated on Complaints in 2016

Complaint Type	Total complaints received	Forwarded to Department		False Complaint		Service Provided		Action Not Initiated	
		In no.	In (%)	In no.	In (%)	In no.	In (%)	In no.	In (%)
Roads	13,475	324	3%	913	8%	9,520	89%	2,718	20%
Buildings	16,257	72	1%	1,593	14%	9,603	85%	4,989	31%
Drainage	12,269	147	1%	250	3%	9,469	96%	2,403	20%
Water Supply	7,246	1,126	19%	362	6%	4,345	74%	1,415	20%
Solid Waste Management (SWM)	7,330	246	4%	458	7%	5,608	89%	1,018	14%
License	8,368	6	0%	1,189	16%	6,117	84%	1,056	12%
Pest control	6,078	118	2%	234	4%	5,454	94%	272	4%
Garden	1,658	58	5%	59	6%	953	89%	588	35%
Colony Officer	1,954	215	19%	271	23%	669	58%	799	41%
Storm Water Drainage	1,386	3	0%	55	5%	1,099	95%	229	17%
Shop and Establishment	561	1	0%	196	41%	279	59%	85	15%
Medical Officer Health (MOH)	1,111	119	13%	39	4%	763	83%	190	20%
MCGM Related	862	12	2%	55	9%	559	89%	236	27%
Estate	560	14	4%	168	43%	209	53%	169	30%
Toilet	290	0	0%	30	12%	215	88%	45	16%
Pollution	220	72	42%	49	29%	50	29%	49	22%
School	74	5	15%	16	47%	13	38%	38	51%
Nuisance due to vagrants on municipal roads, footpaths, gardens	1,856	0	0%	184	16%	996	84%	676	36%
Grand Total	81,555	2,538	4%	6,121	9%	55,921	87%	16,975	21%

Note:

- *Action Not Initiated- includes complaints which were filed but action was not taken.*
- *Forwarded to Department- includes complaints which were forwarded to the designated departments of MCGM.*
- *False complaints- include complaints which were not in the correct format.*
- *Service Provided- includes complaints which were addressed with the right protocol (action was initiated; site inspection was done etc.)*

Table 20: Issue-wise Status of Action Taken Report Generated on Complaints in 2017

Complaint Type	Total complaints received	Forwarded to Department		False Complaint		Service Provided		Action Not Initiated	
		In no.	In (%)	In no.	In (%)	In no.	In (%)	In no.	In (%)
Roads	11,606	379	4%	626	6%	8,968	90%	1,633	14%
Buildings	19,267	98	1%	2,080	17%	10,384	83%	6,705	35%
Drainage	15,940	139	1%	736	5%	13,144	94%	1,921	12%
Water Supply	6,959	1,537	25%	522	9%	3,971	66%	929	13%
Solid Waste Management (SWM)	10,144	0	0%	456	5%	8,557	95%	1,131	11%
License	10,372	0	0%	1,355	14%	8,223	86%	794	8%
Pest control	5,529	0	0%	298	6%	4,849	94%	382	7%
Garden	1,844	3	0%	37	4%	932	96%	872	47%
Colony Officer	1,245	34	4%	349	45%	387	50%	475	38%
Storm Water Drainage	1,532	7	1%	53	4%	1,264	95%	208	14%
Shop and Establishment	1,478	0	0%	1,147	84%	225	16%	106	7%
Medical Officer Health (MOH)	1,595	39	3%	155	12%	1,108	85%	293	18%
MCGM Related	889	26	4%	27	4%	662	93%	174	20%
Estate	407	22	10%	99	44%	102	46%	184	45%
Toilet	416	0	0%	19	5%	342	95%	55	13%
Pollution	215	66	52%	38	30%	24	19%	87	40%
School	42	2	9%	12	55%	8	36%	20	48%
Nuisance due to vagrants on municipal roads, footpaths, gardens	2,849	1	0%	211	10%	1,860	90%	777	27%
Grand Total	92,329	2,353	3%	8,220	11%	65,010	86%	16,746	18%

Inference:

- Out of the total 92,329 complaints, service has been provided in 86% (65,010) complaints in 2017, down from 87% (55,921) in 2016.
- Maximum services were provided on complaints related to 'Garden' (96%), and least services were provided for complaints related to 'Shops and Establishments' (16%).

Note: In the data obtained by Praja Foundation, there were 3 complaints that were found in the Action Taken Report (ATR) and not in Central Complaint Registration System (CCRS). Similarly, there were 8 complaints found in the CCRS which were missing from the ATR.

Section III. Ward-Wise Data

Table 21: Ward-wise Total complaints in year 2015 to 2017

Ward	Population 2011	Total Complaints			Increase from 2015 to 2016 (in %)	Increase from 2016 to 2017 (in %)
		2015	2016	2017		
A	1,85,014	1,418	1,972	1,840	39%	-7%
B	1,27,290	1,326	1,916	2,341	44%	22%
C	1,66,161	1,525	1,899	2,895	25%	52%
D	3,46,866	3,282	4,081	4,053	24%	-1%
E	3,93,286	2,414	2,992	3,183	24%	6%
F/N	5,29,034	2,318	2,765	2,944	19%	6%
F/S	3,60,972	1,305	1,628	1,624	25%	0%
G/N	5,99,039	3,094	4,416	4,840	43%	10%
G/S	3,77,749	1,495	1,983	2,471	33%	25%
H/E	5,57,239	2,245	2,774	2,937	24%	6%
H/W	3,07,581	2,715	3,093	3,430	14%	11%
K/E	8,23,885	4,323	5,901	6,725	37%	14%
K/W	7,48,688	4,328	6,374	8,349	47%	31%
L	9,02,225	7,799	7,498	7,282	-4%	-3%
M/E	8,07,720	3,338	3,468	3,391	4%	-2%
M/W	4,11,893	1,966	2,709	3,123	38%	15%
N	6,22,853	2,966	3,559	6,088	20%	71%
P/N	9,41,366	4,702	4,955	5,374	5%	8%
P/S	4,63,507	3,095	3,450	3,227	11%	-6%
R/C	5,62,162	3,088	4,092	4,368	33%	7%
R/N	4,31,368	1,339	1,542	1,792	15%	16%
R/S	6,91,229	3,290	3,855	4,079	17%	6%
S	7,43,783	2,936	3,040	3,923	4%	29%
T	3,41,463	1,466	1,593	2,050	9%	29%
MCGM-other agency ⁵		62				
Total	1,24,42,373	67,835	81,555	92,329	20%	13%

Inference:

- N ward (Ghatkopar) recorded the highest increase in Civic Complaints from 2016 to 2017 (71%).
- Overall, all Wards have seen an increase in the percentage of civic complaints (13%) from 2016 to 2017.
- N ward also has the biggest jump in increase of complaints, from 20% (2015 to 2016) to 71% (2016 to 2017).

⁵ MCGM-other agencies include: (SWD) Western Suburbs, (SWD) ONM, (SWD) Eastern Suburbs, Hydraulic Engineers(HE), Sewage Project(SP), Water SUPPLY Projects(WSP), Storm Water Drainage(SWD), Sewerage Projects (Micro Tunnelling), construction (CITY), construction (EASTERN).

Table 22: Ward wise comparison of Total complaints and Complaints closed

Complaint Type	Total complaints received		Closed Complaints				Average days to resolve a complaint	
	2016	2017	2016		2017		2016	2017
			In no.	In (%)	In no.	In (%)		
A	1,972	1,840	860	44%	1,817	99%	13	86
B	1,916	2,341	1,114	58%	1,277	55%	12	34
C	1,899	2,895	1,061	56%	2,201	76%	17	29
D	4,081	4,053	3,318	81%	4,029	99%	18	36
E	2,992	3,183	2,716	91%	3,178	100%*	15	20
F/N	2,765	2,944	2,534	92%	2,908	99%	11	16
F/S	1,628	1,624	1,222	75%	1,585	98%	23	46
G/N	4,416	4,840	2,162	49%	3,176	66%	15	62
G/S	1,983	2,471	1,526	77%	2,434	99%	14	42
H/E	2,774	2,937	1,256	45%	2,743	93%	18	47
H/W	3,093	3,430	1,582	51%	3,404	99%	17	38
K/E	5,901	6,725	4,199	71%	6,498	97%	23	43
K/W	6,374	8,349	3,613	57%	7,951	95%	22	50
L	7,498	7,282	2,184	29%	1,140	16%	26	13
M/E	3,468	3,391	1,582	46%	3,188	94%	20	77
M/W	2,709	3,123	1,203	44%	2,941	94%	26	42
N	3,559	6,088	2,065	58%	5,924	97%	16	33
P/N	4,955	5,374	3,278	66%	4,776	89%	20	53
P/S	3,450	3,227	2,022	59%	2,873	89%	19	49
R/C	4,092	4,368	1,968	48%	3,409	78%	18	89
R/N	1,542	1,792	828	54%	1,060	59%	29	62
R/S	3,855	4,079	2,508	65%	3,485	85%	20	42
S	3,040	3,923	1,715	56%	3,499	89%	23	93
T	1,593	2,050	995	62%	1,267	62%	19	50
Total	81,555	92,329	47,511	58%	76,763	83%	19	48

* Actual Percentage is 99.843%, which has been rounded off

Inference:

- The number of days taken to resolve a complaint has drastically risen, in most wards.
- Average days taken to resolve complaints in 2017 in A ward (Fort) is **86**. In 2016, this number was just 13 days. S ward (Bhandup) took, on an average, **93** days to resolve a complaint in 2017.
- E ward has almost all of its 3,183 complaints closed (3,178).
- L ward has only closed **16%** of its complaints in 2017, and correspondingly has the lowest average number of days taken to resolve a complaint (13).
- Hence, ward wise data also proves that there is a direct correlation between number of closed complaints and average days taken to resolve/close the complaint. This means that the MCGM is not providing time-bound service delivery.

Table 23: Ward wise comparison of Total complaints and Complaints Escalated

Complaint Type	Total complaints received		Complaints Escalated			
	2016	2017	2016		2017	
			In no.	In (%)	In no.	In (%)
A	1,972	1,840	725	37%	23	1%
B	1,916	2,341	609	32%	1,072	46%
C	1,899	2,895	572	30%	743	26%
D	4,081	4,053	339	8%	31	1%
E	2,992	3,183	2	0%	2	0%
F/N	2,765	2,944	3	0%	89	3%
F/S	1,628	1,624	115	7%	50	3%
G/N	4,416	4,840	1,033	23%	1,682	35%
G/S	1,983	2,471	49	2%	116	5%
H/E	2,774	2,937	467	17%	181	6%
H/W	3,093	3,430	355	11%	101	3%
K/E	5,901	6,725	192	3%	182	3%
K/W	6,374	8,349	462	7%	481	6%
L	7,498	7,282	2,756	37%	5,422	74%
M/E	3,468	3,391	224	6%	182	5%
M/W	2,709	3,123	586	22%	180	6%
N	3,559	6,088	1,196	34%	166	3%
P/N	4,955	5,374	462	9%	630	12%
P/S	3,450	3,227	611	18%	364	11%
R/C	4,092	4,368	1,057	26%	972	22%
R/N	1,542	1,792	322	21%	783	44%
R/S	3,855	4,079	192	5%	562	14%
S	3,040	3,923	1,114	37%	424	11%
T	1,593	2,050	270	17%	881	43%
Total	81,555	92,329	13,713	17%	15,319	17%

Table 24: Ward-wise details of complaints on Level 0

Ward	Level 0			
	Total Complaints	No. of Complaints on which action was taken	Closed Complaints	Average Days
A	1,840	1,817	1,817	86
B	2,341	1,269	1,268	34
C	2,895	2,152	2,147	28
D	4,053	4,022	4,022	36
E	3,183	3,181	3,178	20
F/N	2,944	2,855	2,854	15
F/S	1,624	1,574	1,573	46
G/N	4,840	3,158	3,155	62
G/S	2,471	2,355	2,355	41
H/E	2,937	2,756	2,739	47
H/W	3,430	3,329	3,328	38
K/E	6,725	6,543	6,471	43
K/W	8,349	7,868	7,861	50
L	7,282	1,860	1,108	12
M/E	3,391	3,209	3,166	77
M/W	3,123	2,943	2,939	42
N	6,088	5,922	5,916	33
P/N	5,374	4,744	4,727	53
P/S	3,227	2,863	2,861	49
R/C	4,368	3,396	3,327	87
R/N	1,792	1,009	998	56
R/S	4,079	3,517	3,482	41
S	3,923	3,499	3,496	93
T	2,050	1,169	1,167	37
Total	92,329	77,010	75,955	48

Table 25: Ward-wise details of complaints on Level I

Ward	Total Complaints	Level I		
		No. of Complaints on which action was taken	Closed Complaints	Average Days
A	1,840	0	0	0
B	2,341	8	0	0
C	2,895	4	0	0
D	4,053	0	0	0
E	3,183	0	0	0
F/N	2,944	5	5	45
F/S	1,624	0	0	0
G/N	4,840	5	0	0
G/S	2,471	0	0	0
H/E	2,937	0	0	0
H/W	3,430	4	4	38
K/E	6,725	4	0	0
K/W	8,349	6	0	0
L	7,282	6	0	0
M/E	3,391	13	0	0
M/W	3,123	7	0	0
N	6,088	3	0	0
P/N	5,374	17	0	0
P/S	3,227	10	0	0
R/C	4,368	8	0	0
R/N	1,792	8	0	0
R/S	4,079	9	0	0
S	3,923	1	0	0
T	2,050	3	0	0
Total	92,329	121	9	42

Table 26: Ward-wise details of complaints on Level II

Ward	Level II			
	Total Complaints	No. of Complaints on which action was taken	Closed Complaints	Average Days
A	1,840	0	0	0
B	2,341	11	0	0
C	2,895	13	0	0
D	4,053	0	0	0
E	3,183	0	0	0
F/N	2,944	7	3	43
F/S	1,624	13	1	43
G/N	4,840	13	1	42
G/S	2,471	2	1	56
H/E	2,937	4	0	0
H/W	3,430	10	10	41
K/E	6,725	16	8	57
K/W	8,349	22	0	0
L	7,282	16	0	0
M/E	3,391	16	0	0
M/W	3,123	10	0	0
N	6,088	9	0	0
P/N	5,374	17	0	0
P/S	3,227	15	0	0
R/C	4,368	10	0	0
R/N	1,792	7	0	0
R/S	4,079	70	0	0
S	3,923	1	0	0
T	2,050	7	4	332
Total	92,329	289	28	88

Table 27: Ward-wise details of complaints on Level III

Ward	Level III			
	Total Complaints	No. of Complaints on which action was taken	Closed Complaints	Average Days
A	1,840	0	0	0
B	2,341	8	1	222
C	2,895	16	0	0
D	4,053	1	0	0
E	3,183	0	0	0
F/N	2,944	3	3	57
F/S	1,624	4	1	63
G/N	4,840	18	0	0
G/S	2,471	2	0	0
H/E	2,937	9	1	49
H/W	3,430	10	10	50
K/E	6,725	7	0	0
K/W	8,349	24	0	0
L	7,282	29	0	0
M/E	3,391	13	0	0
M/W	3,123	20	0	0
N	6,088	21	1	2
P/N	5,374	19	0	0
P/S	3,227	10	0	0
R/C	4,368	9	0	0
R/N	1,792	6	0	0
R/S	4,079	21	0	0
S	3,923	10	0	0
T	2,050	10	2	177
Total	92,329	270	19	71

Table 28: Ward-wise details of complaints on Level IV

Ward	Level IV				Total Unresolved Escalated Complaints
	Total Complaints	No. of Complaints on which action was taken	Closed Complaints	Average Days	
A	1,840	23	0	0	23
B	2,341	1,045	8	60	1,063
C	2,895	710	54	63	689
D	4,053	30	7	29	24
E	3,183	2	0	0	2
F/N	2,944	74	43	73	35
F/S	1,624	33	10	71	38
G/N	4,840	1,646	20	48	1,661
G/S	2,471	112	78	81	37
H/E	2,937	168	3	152	177
H/W	3,430	77	52	63	25
K/E	6,725	155	19	95	155
K/W	8,349	429	90	60	391
L	7,282	5,371	32	23	5,390
M/E	3,391	140	22	89	160
M/W	3,123	143	2	28	178
N	6,088	133	7	34	158
P/N	5,374	577	49	49	581
P/S	3,227	329	12	81	352
R/C	4,368	945	82	187	890
R/N	1,792	762	62	154	721
R/S	4,079	462	3	225	559
S	3,923	412	3	9	421
T	2,050	861	94	188	781
Total	92,329	14,639	752	101	14,511

Table 29: Ward wise comparison of Total complaints and Action taken on the complaints

Complaint Type	Total complaints received		Action Taken Report			
	2016	2017	2016		2017	
			In no.	In (%)	In no.	In (%)
A	1,972	1,840	1,181	60%	1,781	97%
B	1,916	2,341	1,272	66%	1,278	55%
C	1,899	2,895	1,297	68%	2,190	76%
D	4,081	4,053	3,536	87%	3,951	97%
E	2,992	3,183	2,867	96%	3,161	99%
F/N	2,765	2,944	2,642	96%	2,858	97%
F/S	1,628	1,624	1,434	88%	1,564	96%
G/N	4,416	4,840	3,222	73%	3,040	63%
G/S	1,983	2,471	1,863	94%	2,386	97%
H/E	2,774	2,937	2,240	81%	2,739	93%
H/W	3,093	3,430	2,703	87%	3,365	98%
K/E	5,901	6,725	5,579	95%	6,483	96%
K/W	6,374	8,349	5,741	90%	7,856	94%
L	7,498	7,282	3,980	53%	732	10%
M/E	3,468	3,391	2,818	81%	3,140	93%
M/W	2,709	3,123	2,098	77%	2,932	94%
N	3,559	6,088	2,222	62%	5,919	97%
P/N	4,955	5,374	4,342	88%	4,752	88%
P/S	3,450	3,227	2,639	76%	2,864	89%
R/C	4,092	4,368	2,936	72%	3,359	77%
R/N	1,542	1,792	1,170	76%	1,045	58%
R/S	3,855	4,079	3,571	93%	3,478	85%
S	3,040	3,923	1,917	63%	3,467	88%
T	1,593	2,050	1,310	82%	1,243	61%
Total	81,555	92,329	64,580	79%	75,583	82%

Inference:

- L Ward has the lowest percentage of complaints on which Action Taken Report was generated (10%) in 2017.
- Action Taken Report was generated in 98% of the cases in H/W ward in 2017.

Table 30: Ward-wise top civic complaints for the calendar years 2015 to 2017

Ward	Population 2011	Road				Drainage			
		2015	2016	2017	Increase from 2016 to 2017 (in %)	2015	2016	2017	Increase from 2016 to 2017 (in %)
A	1,85,014	453	463	294	-37%	241	320	373	17%
B	1,27,290	270	265	235	-11%	294	315	379	20%
C	1,66,161	201	280	298	6%	198	287	521	82%
D	3,46,866	544	647	512	-21%	663	995	989	-1%
E	3,93,286	449	329	265	-19%	512	295	439	49%
F/N	5,29,034	438	614	544	-11%	395	245	278	13%
F/S	3,60,972	276	322	167	-48%	264	191	235	23%
G/N	5,99,039	335	499	528	6%	335	471	640	36%
G/S	3,77,749	259	383	266	-31%	341	252	319	27%
H/E	5,57,239	420	495	401	-19%	459	603	662	10%
H/W	3,07,581	621	480	404	-16%	512	664	736	11%
K/E	8,23,885	933	1,135	1,018	-10%	604	903	1,057	17%
K/W	7,48,688	1,053	1,144	1,363	19%	829	1,477	1,732	17%
L	9,02,225	844	854	607	-29%	866	1,184	1,457	23%
M/E	8,07,720	505	374	336	-10%	261	325	484	49%
M/W	4,11,893	279	356	396	11%	358	514	923	80%
N	6,22,853	627	684	540	-21%	386	376	999	166%
P/N	9,41,366	1,134	801	837	4%	496	585	683	17%
P/S	4,63,507	851	691	392	-43%	380	411	440	7%
R/C	5,62,162	828	694	556	-20%	398	597	742	24%
R/N	4,31,368	307	266	225	-15%	228	203	242	19%
R/S	6,91,229	792	857	615	-28%	427	540	547	1%
S	7,43,783	624	464	446	-4%	321	318	631	98%
T	3,41,463	496	378	361	-4%	136	198	432	118%
MCGM-other agency ⁶		62							
Total	1,24,42,373	13,601	13,475	11,606	-14%	9,904	12,269	15,940	30%

- K/W Ward has recorded highest number of Complaints related to “Drainage” (1,732) as well as “Roads” (1,363)
- K/W and M/W are the top two wards where “Roads” related issues have increased by 19% and 11% respectively from 2016 to 2017.
- Overall, complaints related “Road” issues have decreased by 14% whereas complaints related to “Drainage” have increased by 30% from 2016 to 2017.

⁶ MCGM-other agencies include: (SWD) Western Suburbs, (SWD) ONM, (SWD) Eastern Suburbs, Hydraulic Engineers(HE), Sewage Project(SP), Water SUPPLY Projects(WSP), Storm Water Drainage(SWD), Sewerage Projects (Micro Tunnelling), construction (CITY), construction (EASTERN).

Table 31: Ward-wise top civic complaints for the calendar years 2015 to 2017

Ward	Population 2011	SWM				Water Supply			
		2015	2016	2017	Increase from 2016 to 2017 (in %)	2015	2016	2017	Increase from 2016 to 2017 (in %)
A	1,85,014	124	256	228	-11%	67	107	120	12%
B	1,27,290	124	182	205	13%	87	83	144	73%
C	1,66,161	219	270	498	84%	117	121	254	110%
D	3,46,866	450	478	524	10%	249	290	291	0%
E	3,93,286	202	551	474	-14%	204	242	234	-3%
F/N	5,29,034	225	212	397	87%	170	187	177	-5%
F/S	3,60,972	113	139	213	53%	102	113	95	-16%
G/N	5,99,039	281	310	506	63%	282	304	250	-18%
G/S	3,77,749	117	186	320	72%	107	95	101	6%
H/E	5,57,239	197	228	307	35%	169	147	188	28%
H/W	3,07,581	289	381	501	31%	173	202	229	13%
K/E	8,23,885	247	409	588	44%	546	474	486	3%
K/W	7,48,688	249	441	691	57%	527	541	563	4%
L	9,02,225	385	454	513	13%	771	620	706	14%
M/E	8,07,720	125	217	332	53%	1,381	1,061	544	-49%
M/W	4,11,893	97	288	306	6%	399	372	291	-22%
N	6,22,853	288	350	551	57%	385	365	335	-8%
P/N	9,41,366	257	328	557	70%	447	509	449	-12%
P/S	4,63,507	212	327	439	34%	224	267	233	-13%
R/C	5,62,162	250	477	672	41%	326	346	372	8%
R/N	4,31,368	72	96	142	48%	127	96	133	39%
R/S	6,91,229	323	336	478	42%	290	289	292	1%
S	7,43,783	290	284	482	70%	435	290	342	18%
T	3,41,463	77	130	220	69%	143	125	130	4%
Total	1,24,42,373	5,213	7,330	10,144	38%	7,728	7,246	6,959	-4%

Inference:

- F/N Ward recorded the highest percentage increase in complaints related to “Solid Waste Management” (87%) from 2016 to 2017, while the same ward saw a **decrease** of 6% from 2015 to 2016.
- Complaints related to ‘Solid Waste Management’ have seen an overall increase of 38% from 2016 to 2017.
- Water Supply has seen an overall decrease of 4% from 2016 to 2017.
- C ward saw an increase of 110% from 2016 to 2017 in complaints related to ‘Water Supply’.

Table 32: Ward-wise top three Road related civic complaints in the years 2015 to 2017

Ward	Population 2011	Roads								
		Bad Patches / Potholes on the Roads			Municipal Land - Road/ Footpath/SWD			Resurfacing of Road		
		2015	2016	2017	2015	2016	2017	2015	2016	2017
A	1,85,014	200	174	100	167	190	90	49	27	39
B	1,27,290	101	80	50	87	103	124	37	27	22
C	1,66,161	72	130	70	72	63	117	29	15	69
D	3,46,866	222	274	172	119	118	132	110	103	76
E	3,93,286	227	123	68	118	68	73	42	39	41
F/N	5,29,034	170	200	139	152	89	58	47	19	56
F/S	3,60,972	108	140	49	96	67	45	31	25	19
G/N	5,99,039	124	177	102	83	146	173	81	30	69
G/S	3,77,749	90	183	66	85	79	98	42	29	27
H/E	5,57,239	215	225	153	132	134	92	20	36	45
H/W	3,07,581	427	226	127	98	89	100	38	30	55
K/E	8,23,885	531	611	424	186	178	265	83	67	91
K/W	7,48,688	631	567	718	222	261	262	70	59	108
L	9,02,225	436	326	175	154	171	161	68	110	51
M/E	8,07,720	358	181	115	62	74	64	22	13	32
M/W	4,11,893	117	153	183	72	73	53	40	19	27
N	6,22,853	306	238	151	146	214	168	69	44	40
P/N	9,41,366	813	409	388	128	140	143	71	51	70
P/S	4,63,507	525	325	154	137	125	47	95	55	58
R/C	5,62,162	535	261	169	146	135	110	49	55	56
R/N	4,31,368	188	119	81	54	58	48	19	23	29
R/S	6,91,229	409	371	264	112	84	107	95	54	71
S	7,43,783	352	221	150	91	68	108	66	32	36
T	3,41,463	272	127	96	136	96	83	35	47	52
MCGM-other agency ⁷		62								
Total	1,24,42,373	7,491	5,841	4,164	2,855	2,823	2,721	1,308	1,009	1,239

Inference:

- Overall, there is a 44% decrease in number of complaints related to 'Bad Patches / Potholes on the Roads' from 2015 to 2017.

⁷ MCGM-other agencies include: (SWD) Western Suburbs, (SWD) ONM, (SWD) Eastern Suburbs, Hydraulic Engineers(HE), Sewage Project(SP), Water SUPPLY Projects(WSP), Storm Water Drainage(SWD), Sewerage Projects (Micro Tunnelling), construction (CITY), construction (EASTERN).

Table 33: Ward-wise top three Drainage related civic complaints in the years 2015 to 2017

Drainage										
Ward	Population 2011	Drainage Chokes and Blockages			Overflowing drains of manholes			Replacement of Missing / Damaged Manhole		
		2015	2016	2017	2015	2016	2017	2015	2016	2017
A	1,85,014	136	159	183	75	110	140	9	19	24
B	1,27,290	163	172	171	111	108	169	7	11	14
C	1,66,161	102	141	313	76	101	150	12	9	27
D	3,46,866	388	574	416	223	337	483	30	55	47
E	3,93,286	337	169	233	122	83	153	23	21	27
F/N	5,29,034	209	137	133	120	68	93	45	24	28
F/S	3,60,972	146	110	117	98	59	72	9	10	21
G/N	5,99,039	198	244	315	110	147	208	16	24	63
G/S	3,77,749	229	146	182	90	80	91	12	8	24
H/E	5,57,239	345	458	477	75	89	128	13	16	27
H/W	3,07,581	351	480	487	100	103	157	36	35	49
K/E	8,23,885	335	553	576	138	204	286	46	55	88
K/W	7,48,688	562	1,112	1,216	139	212	351	90	77	79
L	9,02,225	359	498	751	362	433	447	39	65	78
M/E	8,07,720	126	157	285	82	92	108	17	16	28
M/W	4,11,893	155	216	541	91	141	243	28	28	47
N	6,22,853	179	201	647	139	109	224	34	17	36
P/N	9,41,366	224	322	344	159	161	177	45	18	55
P/S	4,63,507	183	233	262	127	105	101	39	27	34
R/C	5,62,162	265	404	544	74	73	109	41	52	40
R/N	4,31,368	156	129	131	38	38	53	11	10	17
R/S	6,91,229	240	323	289	109	105	121	32	30	50
S	7,43,783	136	157	370	105	96	171	27	20	31
T	3,41,463	67	104	273	44	53	111	14	10	23
Total	1,24,42,373	5,591	7,199	9,256	2,807	3,107	4,346	675	657	957

Inference:

- ‘Drainage Chokes and Blockages’ and ‘Overflowing drains of manholes’ has seen an increase of 66% and 55% respectively while ‘Replacement of Missing / Damaged Manhole’ has increased by 42% from 2015 to 2017.
- K/W has recorded the highest number (1,216) of ‘Drainage Chokes and Blockages’ complaints in 2017, accounting up to 13% of the total registered complaints of ‘Drainage Chokes and Blockages’ in 2017.
- D ward recorded the highest number (483) of ‘Overflowing drains of manholes’ complaints in 2017, accounting for 11% of the total registered complaints related to ‘Overflowing drains of manholes’.
- K/E ward recorded the highest number (88) of complaints related to ‘Replacement of Missing/ Damaged Manhole’ in 2017, accounting for 9% of the total registered complaints related to ‘Replacement of Missing/ Damaged Manhole’.

Table 34: Ward-wise top three Solid Waste Management related civic complaints in the years 2015 to 2017

Solid Waste Management (SWM)										
Ward	Population 2011	Garbage not lifted from House/Gully/ Municipal Market/Road/ Authorised collection point			Removal of Debris			Lifting of Tree Cutting		
		2015	2016	2017	2015	2016	2017	2015	2016	2017
A	1,85,014	43	126	84	15	26	28	10	15	9
B	1,27,290	64	77	110	28	24	30	3	9	4
C	1,66,161	106	140	299	33	35	72	7	1	6
D	3,46,866	183	214	231	95	100	84	46	54	56
E	3,93,286	109	152	155	32	102	101	6	7	13
F/N	5,29,034	52	51	140	43	53	78	26	7	15
F/S	3,60,972	17	30	71	30	31	42	11	18	13
G/N	5,99,039	35	94	141	59	44	105	72	21	39
G/S	3,77,749	38	39	118	22	33	67	8	18	35
H/E	5,57,239	53	57	83	29	57	51	12	10	28
H/W	3,07,581	69	124	180	50	67	98	69	77	68
K/E	8,23,885	59	95	184	63	84	90	23	48	33
K/W	7,48,688	63	102	189	76	60	130	18	47	75
L	9,02,225	147	146	214	81	69	68	15	11	19
M/E	8,07,720	39	46	100	19	35	48	11	15	35
M/W	4,11,893	27	61	94	18	31	47	7	41	41
N	6,22,853	77	77	182	44	48	82	47	37	33
P/N	9,41,366	69	80	222	35	49	88	43	33	35
P/S	4,63,507	45	84	134	32	58	57	32	29	42
R/C	5,62,162	66	103	225	33	82	62	44	70	74
R/N	4,31,368	14	23	43	11	14	24	6	17	17
R/S	6,91,229	115	94	170	46	53	54	24	28	32
S	7,43,783	86	67	157	48	61	96	22	12	32
T	3,41,463	17	27	71	11	25	23	11	10	40
Total	1,24,42,373	1,593	2,109	3,597	953	1,241	1,625	573	635	794

Inference:

- C Ward has the highest number of complaints related to “Garbage not lifted from House/Gully/ Municipal Market/Road/ Authorised collection point” with 299 Complaints registered in 2017.
- “Garbage not lifted from House/Gully/ Municipal Market/Road/ Authorised collection point” complaints increased by 71% from 2016 to 2017, with C ward contributing almost 8% of the total complaints registered.

Table 35: Top Four Water supply related Ward-wise civic complaints in the years 2015 to 2017

Water Supply													
Ward	Population 2011	Shortage of Water Supply			Leaks in Water Lines			Unauthorised Tapping of Water Connection			Contaminated Water Supply		
		2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017
A	1,85,014	38	26	45	3	11	7	9	19	14	9	9	33
B	1,27,290	40	27	73	11	6	3	8	13	14	24	28	45
C	1,66,161	31	56	111	16	5	23	24	10	6	37	35	90
D	3,46,866	60	102	123	78	66	59	11	17	11	54	53	55
E	3,93,286	66	60	68	45	32	31	27	35	40	44	88	68
F/N	5,29,034	51	72	65	30	21	30	26	26	27	24	17	16
F/S	3,60,972	23	26	18	27	17	24	19	35	22	19	8	14
G/N	5,99,039	58	52	42	47	29	33	107	121	82	32	50	46
G/S	3,77,749	27	21	29	32	26	18	29	17	24	7	10	17
H/E	5,57,239	33	30	38	36	29	34	18	26	35	35	31	59
H/W	3,07,581	75	61	84	29	31	42	15	19	20	34	46	57
K/E	8,23,885	192	185	204	173	103	99	70	64	56	36	46	46
K/W	7,48,688	209	220	193	80	78	64	75	71	94	108	102	121
L	9,02,225	146	129	175	363	199	135	148	143	187	32	42	73
M/E	8,07,720	898	668	217	154	117	85	45	54	55	40	38	68
M/W	4,11,893	137	118	79	144	105	65	36	37	32	31	41	63
N	6,22,853	61	51	59	207	191	158	38	33	27	17	12	18
P/N	9,41,366	103	139	153	92	83	58	110	104	60	70	88	94
P/S	4,63,507	90	110	83	45	51	41	36	29	30	24	33	34
R/C	5,62,162	152	136	146	53	26	52	25	28	15	54	100	100
R/N	4,31,368	49	28	42	34	12	17	12	10	11	9	16	25
R/S	6,91,229	91	97	131	91	42	59	26	27	25	32	64	32
S	7,43,783	62	52	53	244	113	139	40	34	46	14	15	27
T	3,41,463	47	25	22	43	43	57	7	4	6	16	8	6
Total	1,24,42,373	2,739	2,491	2,253	2,077	1,436	1,333	961	976	939	802	980	1,207

Inference:

- “Leaks in Water Lines” has registered a decrease of 7% from 2016 to 2017, “Contaminated Water Supply” has increased by 23% during the same period.
- L ward contributed almost 20% to the total complaints registered for “Unauthorized Tapping of Water Connection” in 2017, up from 15% in 2016.
- L ward has also consistently had the most number of complaints registered related to “Unauthorized Tapping of Water Connection” over three years (2015, 2016, 2017).

Table 36: Status report of complaints in year 2015

Ward	Total Complaints	Closed Complaints	Complaints Registered (Action Pending)		In Process (Not assigned/Re Assigned/Being Attended)	Not related to MCGM	Councillor code not given	
			No.	In (%)			No.	In (%)
A	1,258	994	254	20%	6	4	1,131	90%
B	1,239	1,017	196	16%	26	0	1,085	88%
C	1,477	1,080	397	27%	0	0	1,243	84%
D	3,125	2,648	475	15%	2	0	2,890	92%
E	2,220	1,833	380	17%	7	0	1,834	83%
F/N	2,183	1,754	373	17%	52	4	1,820	83%
F/S	1,216	1,056	157	13%	3	0	1,014	83%
G/N	3,008	2,783	190	6%	35	0	2,642	88%
G/S	1,446	1,220	200	14%	26	0	1,227	85%
H/E	2,073	1,477	573	28%	22	1	1,784	86%
H/W	2,343	1,709	628	27%	6	0	2,027	87%
K/E	3,936	3,120	734	19%	82	0	3,479	88%
K/W	3,831	2,236	1,592	42%	3	0	3,368	88%
L	7424	5,668	1,626	22%	125	5	6,788	91%
M/E	3,013	952	2,056	68%	5	0	2,763	92%
M/W	1,884	1,594	289	15%	1	0	1,628	86%
N	2,740	2,275	459	17%	6	0	2,218	81%
P/N	4,028	2,982	1,000	25%	46	0	3,463	86%
P/S	2,662	2,208	430	16%	24	0	2,269	85%
R/C	2,636	1,834	755	29%	47	0	2,115	80%
R/N	1,181	922	249	21%	10	0	949	80%
R/S	3,022	1,876	1,130	37%	16	0	2,543	84%
S	2,712	2,197	496	18%	19	0	2,265	84%
T	1,253	902	346	28%	5	0	1,009	81%
Total	61,910	46,337	14,985		574	14	53,554	
In (%)								

Note: These total complaints exclude the 'Voice of Citizens' complaints from 2015.

Inference:

- MCGM departments (Administration) have closed about 75% of the total 61,910 civic complaints in 2015.
- The Councillor code⁸ was not filled in 87% of the citizen complaints.

⁸While solving complaints the engineer concerned has to mention the councillor name (code) for each complaint, based on the constituency that the complaint belongs to. This is compulsory and should be filled out rigorously. This will assist councillors to get the list of constituency-wise complaints.

Table 37: Status report of complaints in year 2016

Ward	Total Complaints	Closed Complaints	Complaints Registered (Action Pending)		In Process (Not assigned/Re Assigned/Being Attended)	Not related to MCGM	Councillor code not given	
			No.	In (%)			No.	In (%)
A	1,972	860	1,095	56%	17	0	1,477	75%
B	1,916	1,114	773	40%	29	0	1,389	72%
C	1,899	1,061	836	44%	2	0	1,267	67%
D	4,081	3,318	756	19%	7	0	3,247	80%
E	2,992	2,716	218	7%	58	0	2,136	71%
F/N	2,765	2,534	142	5%	89	0	1,912	69%
F/S	1,628	1,222	401	25%	5	0	1,095	67%
G/N	4,416	2,162	1,991	45%	263	0	2,486	56%
G/S	1,983	1,526	444	22%	11	2	1,399	71%
H/E	2,774	1,256	1,425	51%	75	18	1,904	69%
H/W	3,093	1,582	1,459	47%	52	0	2,287	74%
K/E	5,901	4,199	1,525	26%	154	23	3,999	68%
K/W	6,374	3,613	2,622	41%	138	1	4,789	75%
L	7,498	2,184	5,131	68%	166	17	5,381	72%
M/E	3,468	1,582	1,871	54%	15	0	2,585	75%
M/W	2,709	1,203	1,269	47%	237	0	1,764	65%
N	3,559	2,065	1,382	39%	110	2	2,365	66%
P/N	4,955	3,278	1,488	30%	185	4	3,514	71%
P/S	3,450	2,022	1,370	40%	58	0	2,485	72%
R/C	4,092	1,968	2,008	49%	116	0	2,303	56%
R/N	1,542	828	688	45%	22	4	921	60%
R/S	3,855	2,508	1,290	33%	56	1	2,817	73%
S	3,040	1,715	1,231	40%	94	0	1,859	61%
T	1,593	995	582	37%	16	0	961	60%
Total	81,555	47,511	31,997		1,975	72	56,342	
In (%)		58%	39%		2%	0.09%	69%	

Inference:

- Total complaints have gone up by 32% from 2015 to 2016, of which MCGM departments Administration) have closed 58% of the total 81,555 registered civic complaints in 2016.
- The Councillor code⁹ was not filled in 69% of the citizen complaints.

⁹While solving complaints the engineer concerned has to mention the councillor name (code) for each complaint, based on the constituency that the complaint belongs to. This is compulsory and should be filled out rigorously. This will assist councillors to get the list of constituency-wise complaints.

Table 38: Status report of complaints in year 2017

Note: These total complaints exclude the 'Voice of Citizens' complaints from 2015.

Ward	Total Complaints	Closed Complaints	Complaints Registered (Action Pending)		In Process (Not assigned/Re Assigned/Being Attended)	Not related to MCGM	Councillor code not given	
			No.	In (%)			No.	In (%)
A	1,840	1,817	20	1%	3	0	1,466	80%
B	2,341	1,277	985	42%	79	0	1,853	79%
C	2,895	2,201	659	23%	35	0	2,329	80%
D	4,053	4,029	24	1%	0	0	3,163	78%
E	3,183	3,178	0	0%	2	3	2,449	77%
F/N	2,944	2,908	13	0%	22	1	2,354	80%
F/S	1,624	1,585	39	2%	0	0	1,270	78%
G/N	4,840	3,176	1,483	31%	181	0	3,465	72%
G/S	2,471	2,434	35	1%	2	0	1,865	75%
H/E	2,937	2,743	156	5%	25	13	2,219	76%
H/W	3,430	3,404	11	0%	15	0	2,694	79%
K/E	6,725	6,498	119	2%	60	48	4,823	72%
K/W	8,349	7,951	362	4%	36	0	7,088	85%
L	7,282	1,140	6,095	84%	31	16	5,442	75%
M/E	3,391	3,188	200	6%	3	0	2,672	79%
M/W	3,123	2,941	178	6%	3	1	2,423	78%
N	6,088	5,924	123	2%	40	1	4,474	73%
P/N	5,374	4,776	548	10%	47	3	4,230	79%
P/S	3,227	2,873	264	8%	90	0	2,629	81%
R/C	4,368	3,409	954	22%	5	0	2,814	64%
R/N	1,792	1,060	694	39%	38	0	1,242	69%
R/S	4,079	3,485	509	12%	84	1	3,315	81%
S	3,923	3,499	334	9%	89	1	2,954	75%
T	2,050	1,267	768	37%	15	0	1,475	72%
Total	92,329	76,763	14,573		905	88	70,708	
In (%)		83%	16%		1	0.10	77%	

Inference:

- MCGM departments Administration have closed 83% of the total 92,329 registered civic complaints in 2017, as opposed to 58% in 2016. **However, there still does not exist a mechanism for gauging the citizen's satisfaction with closing of the complaint.**
- L ward has 84% pending cases (Action not taken on complaints) in 2017.
- The Councillor code¹⁰ was not filled in 77% of the citizen complaints.

¹⁰While solving complaints the engineer concerned has to mention the councillor name (code) for each complaint, based on the constituency that the complaint belongs to. This is compulsory and should be filled out rigorously. This will assist councillors to get the list of constituency-wise complaints.

Table 39: Ward-wise average number of days for closing complaints in the year 2015

Complaint to be attended as per Citizens' Charter	Drainage Chokes and Blockages	Overflowing drains or manholes	Odour (Foul Smell) from Drains	Replacement of Missing / Damaged Manhole	Raising of Manhole (except in Monsoon)	Cleaning of septic tank	Repairs to pipe sewers/ main sewers	Contaminated Water Supply	Leaks in Water Lines
To resolved as per Citizens' Charter	1	1	1	1	7	7	7	1	7
Actual time taken to resolve in 2015	8	13	14	18	11	16	18	12	14
A	5	5	4	8	0	2	13	5	4
B	9	12	14	40	24	10	17	5	8
C	9	16	51	15	0	10	0	5	6
D	7	8	12	11	0	10	16	9	7
E	8	9	12	16	2	15	14	7	13
F/N	8	12	8	20	0	14	87	7	10
F/S	6	10	28	21	0	0	14	10	11
G/N	3	5	6	7	0	2	13	7	7
G/S	11	11	3	9	0	22	2	17	21
H/E	7	30	5	43	8	26	11	17	17
H/W	4	9	4	9	0	5	9	31	24
K/E	9	18	21	22	0	19	14	14	16
K/W	9	28	32	22	0	22	31	30	33
L	11	12	13	14	8	15	17	11	18
M/E	12	12	10	11	0	13	24	31	62
M/W	8	10	13	7	6	9	10	5	5
N	9	9	2	21	19	6	13	5	8
P/N	14	21	14	38	5	22	50	18	17
P/S	10	24	17	27	0	29	53	23	20
R/C	10	17	59	27	0	23	26	14	19
R/N	4	15	6	8	0	26	59	13	10
R/S	8	13	10	14	0	4	9	17	19
S	13	16	14	31	25	15	21	14	13
T	20	18	27	8	0	8	74	8	7

Table 40: Ward-wise average number of days for closing complaints in the year 2015

Complaint to be attended as per Citizens' Charter	Shortage of Water Supply	Burst Water Main	Garbage not lifted - Co-authorised Point	Collection point not attended properly	Garbage lorry not reported for service/ Lorry not covered	Providing /removing/replacing dustbins	Sweeping of road	Removal of Dead Animals	No attendance at public toilets
To resolved as per Citizens' Charter	2	1	1	1	1	8	1	1	2
Actual time taken to resolve in 2015	15	15	15	9	9	9	10	7	11
A	5	6	8	4	4	7	3	0	2
B	5	15	10	13	5	0	11	0	0
C	4	11	14	2	8	9	15	29	0
D	6	6	0	5	8	7	7	6	7
E	9	9	0	7	6	15	9	0	0
F/N	11	14	0	8	11	9	13	0	19
F/S	12	15	4	5	5	4	6	4	4
G/N	8	5	14	8	3	6	1	0	12
G/S	32	85	3	2	2	2	2	3	5
H/E	16	17	12	6	10	7	4	9	10
H/W	31	23	12	17	13	22	18	0	31
K/E	12	12	17	11	18	11	9	14	18
K/W	24	30	0	8	9	11	8	0	7
L	13	21	15	10	12	11	8	4	7
M/E	46	76	14	12	10	16	15	1	14
M/W	5	8	25	8	13	9	13	7	13
N	6	11	23	8	2	4	10	8	3
P/N	16	25	32	17	21	12	21	14	19
P/S	23	31	10	4	5	7	6	5	4
R/C	17	18	0	6	4	4	5	3	18
R/N	6	1	2	0	0	4	7	0	14
R/S	12	19	0	18	12	16	22	0	14
S	15	13	0	5	7	8	18	0	8
T	8	4	19	16	6	5	11	0	5

Table 41: Ward-wise average number of days for closing complaints in the year 2016

Complaint to be attended as per Citizens' Charter	Drainage Chokes and Blockages	Overflowing drains or manholes	Odour (Foul Smell) from Drains	Replacement of Missing / Damaged Manhole	Raising of Manhole (except in Monsoon)	Cleaning of septic tank	Repairs to pipe sewers/ main sewers	Contaminated Water Supply	Leaks in Water Lines
To resolved as per Citizens' Charter	1	1	1	1	7	7	7	1	7
Actual time taken to resolve in 2016	11	20	20	21	17	24	20	19	18
A	12	15	23	15	0	10	14	11	6
B	5	5	8	10	0	5	6	7	10
C	16	20	15	18	0	15	23	7	10
D	19	20	21	18	20	13	12	17	15
E	10	10	15	16	0	22	16	10	9
F/N	12	9	15	9	0	14	9	10	10
F/S	9	11	16	11	0	10	14	15	26
G/N	7	11	10	10	6	14	14	10	10
G/S	12	14	21	22	0	19	24	15	18
H/E	6	30	5	39	0	15	27	26	26
H/W	6	19	20	27	0	9	25	23	18
K/E	12	25	31	28	18	24	23	32	22
K/W	5	30	21	25	34	30	34	42	39
L	12	9	30	6	0	6	15	4	8
M/E	12	12	11	13	16	15	15	54	47
M/W	33	29	31	31	0	39	21	11	9
N	23	21	27	19	5	29	41	25	15
P/N	15	28	24	19	4	21	15	22	22
P/S	15	23	26	26	0	6	35	23	24
R/C	6	21	17	16	0	29	18	31	28
R/N	5	32	43	26	0	31	16	11	9
R/S	13	23	17	23	25	23	20	20	24
S	22	27	25	32	16	28	29	19	18
T	35	36	51	20	0	27	21	15	11

Table 42: Ward-wise average number of days for closing complaints in the year 2016

Complaint to be attended as per Citizens' Charter	Shortage of Water Supply	Burst Water Main	Garbage not lifted - Co-authorized Point	Collection point not attended properly	Garbage lorry not reported for service/ Lorry not covered	Providing/removing/replacing dustbins	Sweeping of road	Removal of Dead Animals	No attendance at public toilets
To resolved as per Citizens' Charter	2	1	1	1	1	8	1	1	2
Actual time taken to resolve in 2016	19	17	17	15	15	18	15	12	20
A	6	4	12	11	0	7	16	0	0
B	3	0	4	3	3	3	3	4	4
C	9	10	4	5	8	10	6	3	5
D	13	14	15	21	27	15	15	13	17
E	11	8	12	15	11	15	11	17	5
F/N	9	6	13	6	13	4	8	5	5
F/S	26	44	11	10	8	9	8	4	13
G/N	8	6	20	18	0	20	20	0	17
G/S	19	23	11	14	11	20	11	0	14
H/E	45	0	14	18	11	8	11	0	9
H/W	17	18	9	15	9	12	8	0	0
K/E	23	17	21	23	19	19	31	7	19
K/W	31	44	44	27	18	40	29	26	45
L	5	0	22	24	28	28	20	15	29
M/E	39	0	31	33	32	40	34	62	42
M/W	13	15	40	20	24	17	23	16	33
N	19	14	9	6	6	7	6	6	6
P/N	21	23	24	26	38	31	28	25	26
P/S	25	12	17	12	16	14	9	9	28
R/C	32	52	13	12	12	14	13	3	11
R/N	12	14	2	36	15	16	19	0	20
R/S	18	15	22	11	3	23	16	0	17
S	21	22	14	8	11	17	19	6	40
T	13	7	15	11	19	11	12	12	0

Inference:

- M/E ward has taken the longest to attend complaints regarding Contaminated Water Supply (54 days); Leaks in Water Lines (47 days), Providing/removing/replacing dustbins (40 days), Sweeping of road (34 days) and Removal of Dead Animals (62 days).
- H/E ward (45 days) took the longest time to attend the complaints regarding “Shortage of Water Supply”, which according to the Citizens Charter should have taken only two days.

Table 43: Ward-wise average number of days for closing complaints in the year 2017

Complaint to be attended as per Citizens' Charter	Drainage Chokes and Blockages	Overflowing drains or manholes	Odour (Foul Smell) from Drains	Replacement of Missing / Damaged Manhole	Raising of Manhole (except in Monsoon)	Cleaning of septic tank	Repairs to pipe sewers/ main sewers	Contaminated Water Supply	Leaks in Water Lines
To resolved as per Citizens' Charter	1	1	1	1	7	7	7	1	7
Actual time taken to resolve in 2017	32	56	71	66	40	56	60	37	37
A	152	161	228	130	0	275	181	24	21
B	21	27	6	42	14	10	15	5	3
C	26	39	35	30	0	38	16	5	5
D	43	48	35	119	139	15	64	13	12
E	14	16	17	18	0	30	21	21	20
F/N	17	18	6	23	0	17	24	10	16
F/S	41	68	114	30	17	71	40	23	26
G/N	117	137	175	148	90	156	134	24	12
G/S	68	88	32	111	0	101	140	49	33
H/E	24	54	50	45	0	69	63	54	61
H/W	13	29	43	34	7	35	26	30	36
K/E	26	46	40	56	0	45	49	14	20
K/W	19	59	73	69	33	42	105	50	51
L	7	13	53	21	0	13	90	0	0
M/E	13	13	27	15	13	12	11	148	163
M/W	14	28	16	31	0	31	42	39	31
N	13	20	32	25	0	28	30	39	16
P/N	39	56	52	46	0	63	55	32	46
P/S	26	54	62	60	87	58	36	26	51
R/C	62	163	181	170	0	144	157	53	29
R/N	19	59	51	47	19	61	50	16	13
R/S	22	36	40	34	35	45	35	49	51
S	62	93	148	108	0	128	137	38	21
T	42	111	0	83	0	328	63	27	24

Inference:

- T ward took **328 days (10 months)** to close complaints related to 'Cleaning of septic tank', when according to Citizen's Charter it should have taken only 7 days
- It took an average **71 days** to close complaints related to 'Odour (Foul Smell) from Drains' in Mumbai. These type of complaints are supposed to be resolved in **1 day**, according to the Citizen's Charter.

Table 44: Ward-wise average number of days for closing complaints in the year 2017

Complaint to be attended as per Citizens' Charter	Shortage of Water Supply	Burst Water Main	Garbage not lifted - Co-authorized Point	Collection point not attended properly	Garbage lorry not reported for service/ Lorry not covered	Providing/replacing dustbins	Sweeping of road	Removal of Dead Animals	No attendance at public toilets
To resolved as per Citizens' Charter	2	1	1	1	1	8	1	1	2
Actual time taken to resolve in 2017	38	37	12	22	12	24	16	19	28
A	21	14	44	52	115	95	24	0	216
B	5	0	2	2	1	2	1	0	0
C	5	7	2	6	1	1	2	0	1
D	13	14	23	71	1	30	46	28	1
E	18	23	3	4	2	3	3	1	6
F/N	9	14	3	5	13	3	5	1	25
F/S	37	17	2	1	1	23	11	0	8
G/N	15	15	24	21	33	26	24	1	2
G/S	27	56	4	8	1	3	5	2	2
H/E	53	94	6	12	11	20	3	1	15
H/W	35	23	6	5	6	2	2	1	3
K/E	14	23	15	33	12	43	8	0	4
K/W	49	63	13	20	18	13	11	1	21
L	0	0	1	1	1	2	1	2	1
M/E	144	195	12	17	6	16	9	0	13
M/W	39	23	17	51	18	78	35	1	2
N	24	19	1	2	2	3	3	4	6
P/N	28	37	16	22	21	60	45	1	49
P/S	19	35	7	9	4	19	10	28	39
R/C	41	27	20	35	27	32	16	26	2
R/N	11	15	12	85	5	41	20	0	1
R/S	48	32	4	3	3	3	4	2	79
S	26	20	42	72	23	24	136	167	102
T	28	27	4	7	2	6	3	2	0

Inference:

- M/E ward took a shocking **144 days (almost 5 months)** to resolve the complaints regarding “Shortage of Water Supply”, which according to the Citizens Charter should have taken only two days.
- M/E ward also took **195 days (more than 6 months)** to resolve complaints related to ‘Burst Water Mains’. According to the Citizen’s Charter, the complaint should’ve been resolved in **1 day**.
- ‘A’ ward took **216 days (7 months)** to resolve complaints related to ‘No attendance at public toilets’.

Section IV: Functioning of Ward Committees

Functioning of the Ward Committees:

'Ward Committees' are one of the most crucial mechanisms available to Municipal Councillors for conducting deliberations for delivering effective governance. Issues of prime significance to citizens' daily lives related to civic amenities such as road, water supply, drainage, etc. can be taken up and redressed effectively in this forum. Almost all civic issues are to be resolved through this mechanism. This was precisely the aim of the 74th Constitutional Amendment, which mandated the creation of the Ward Committees, to bring in grassroots democracy and strengthen it.

Devices for raising questions/grievances in ward committee meetings:

Councillors use various devices to enable them to know about the functioning of various committees, monitor performance of Administration and resolve citizen's problems.

1. **Short Notice Questions:** Councillors can raise civic issues and follow up on them with the Administration through Short Notice Questions. These questions should be of urgent civic importance, for instance, those causing harm to lives of citizens, such as building collapse or fire etc. Such urgent matters are admitted and the Commissioner is accountable to answer them. In cases of not so urgent matters, the written questions are sent by the Councillors to the Assistant Commissioner, who sends answers to respective Councillors. The Short Notice Question should be specific and related to only one matter at a time and should be framed in not more than 2-3 sentences. For example, 1) Is it true that Mumbai city is severely caught up with Swine Flu?, 2) How many patients are being treated in Mumbai in Kasturba and other hospitals?, 3) Why has the indigenous vaccine for Swine Flu not yet been procured in Mumbai? Please give detailed information. The Short Notice Questions are not discussed in the House.

2. **Notice of Motions:** Councillors may ask for a statement to be made by the Commissioner on an urgent matter relating to the Administration by giving at least one hour notice before the meeting. The Commissioner answers the notice in writing and no discussion can be done on the answers. The Councillors may present a Notice of Motion on matters of importance and in the interest of Mumbai city. The Motion should be presented in a general form and should be in the interest of the public at large.

3. **Adjournment Motion:** The Councillors may bring to the notice of the House any incidences where citizens are facing severe problems due to specific reasons, and the concerned officers and ward in-charge have not taken due action despite bringing the matter to their attention. In such cases, Councillors can propose an Adjournment Motion, as a protest against the inaction of the Administration. The notice for the Adjournment Motion should be given at least half an hour before the meeting of the House. The proposal is accepted by majority vote. In case the Councillors directly present an Adjournment Motion in the House without prior notice, then it is treated as a Simplicitor, which is not discussed in the House and passed only with unanimous voting.

4. **Amendments proposed:** When a Councillor has any objection about a topic on the meeting agenda, if s/he thinks it is inadequate, s/he can present a notice to the Administrative office for Amendment in order to reconsider the topic. If a Councillor wants to present an Amendment, it is customary that s/he is allowed to speak first.

5. **Proposal raised/agenda raised/ letter to raise issues:** When a Councillor wants to raise any agenda or question, s/he writes a letter for the same, following which it appears in the agenda for discussion in the meeting.

6. **Point of Orders:** The Councillor, in order to bring any serious incident in his/her constituency to the notice of the House, can raise a Point of Order. There are specific rules on when and how the Point of Order can be raised apart from precedents. The Point of Order can be raised while a subject is being discussed in the house, provided it is related to that subject. The Committee Chairperson has a right to decide whether or not to allow a discussion on the Point of Order and announces the decision on the Point of Order. In case the information provided is inadequate to reach a decision, it is presented in the subsequent meeting. The decision by the Ward Committee Chairperson is deemed final and in cases of disagreements, it can only be challenged in the Court.

Source: Corporation Procedure Rules and Regulation Mumbai: Municipal Printing Press, 2001.

Table 45: Total number of Meetings, Attendance and Questions in Ward Committees, in comparison

Ward Committee			
Year	Total Meeting	Attend in (%)	Total Question
Mar'12 to Dec'12	209	82%	679
Mar'17 to Dec'17	240	82%	856

Inference:

- The attendance in Ward Committees of the newly elected councillors is 82%. Interestingly, attendance from March 2012 to December 2012, when the last batch of councillors were first elected, was also 82%. However, the number of meetings was 209 in 2012, as opposed to 240 in 2017.
- Number of questions asked in ward committees in 2012 was 679. Number of questions asked by new councillors of 2017 in their first year is 856.

Table 46: Number of questions asked by Councillors in Ward Committees, in comparison

Category	No. of Members	
	Mar'12 to Dec'12	Mar'17 to Dec'17
Zero Question	45	38
1 to 5 Question asked	150	134
6 to 10 Question asked	29	46
Above 10 Question asked	3	10
Total Members	227	228*

* - Shailaja Girkar was elected in March 2017 but passed away in September 2017, and Pratibha Girkar was elected in her place. Shailaja Girkar's questions till August 2017 have been considered. Hence, the number of councillors has been shown as 228 and not 227.

Inference:

- Maximum number of councillors asked between 1 to 5 questions in 2017 (134 Councillors).
- 38 councillors have not asked a single question between March 2017 (from the start of the elections) to December 2017. This is lower than the 2012 figure of 45.

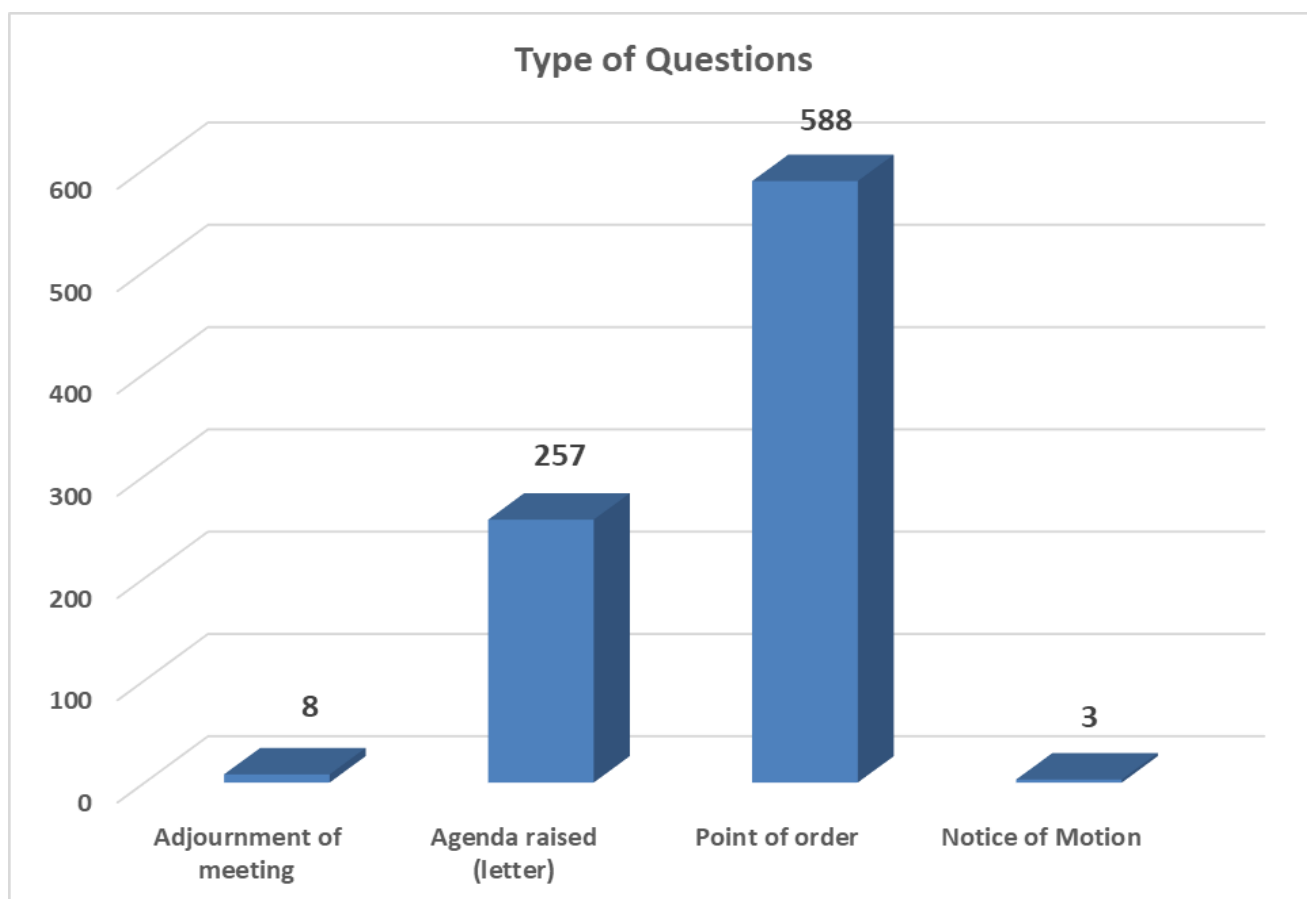
Table 47: Issue-wise number of questions asked in Ward Committees, in comparison

Issues	Question asked	
	Mar '12 to Dec '12	Mar '17 to Dec '17
Drainage	30	42
Solid Waste Management (SWM)	62	76
Water Supply	47	56
License	29	47
Roads	102	151
Storm Water Drainage	31	39
Toilet	19	42
Pest control	11	7
Garden/Open space	28	38
Community Development	13	32
Health	19	19
Education	19	10
Naming/Renaming of Roads/ Chowks	127	125
Other issues related	142	172
Total	679	856

Inference:

- Highest number of questions (151) asked were related to 'Roads' in between March 2017 and December 2017. This was closely followed by questions on 'Naming/Renaming of Roads/ Chowks', with 125 questions.
- Overall, we can deduce that this new batch of councillors in 2017 asked more questions than the previous batch of 2012.
- Drawing a relation between the administration and the questions, therefore, we can say that the administration is taking much longer to answer questions and tend to complaints, an issue which the councillors seem to have taken cognisance of.

Graph 2: Types of devices used by councillors in the year 2017 (March to December)

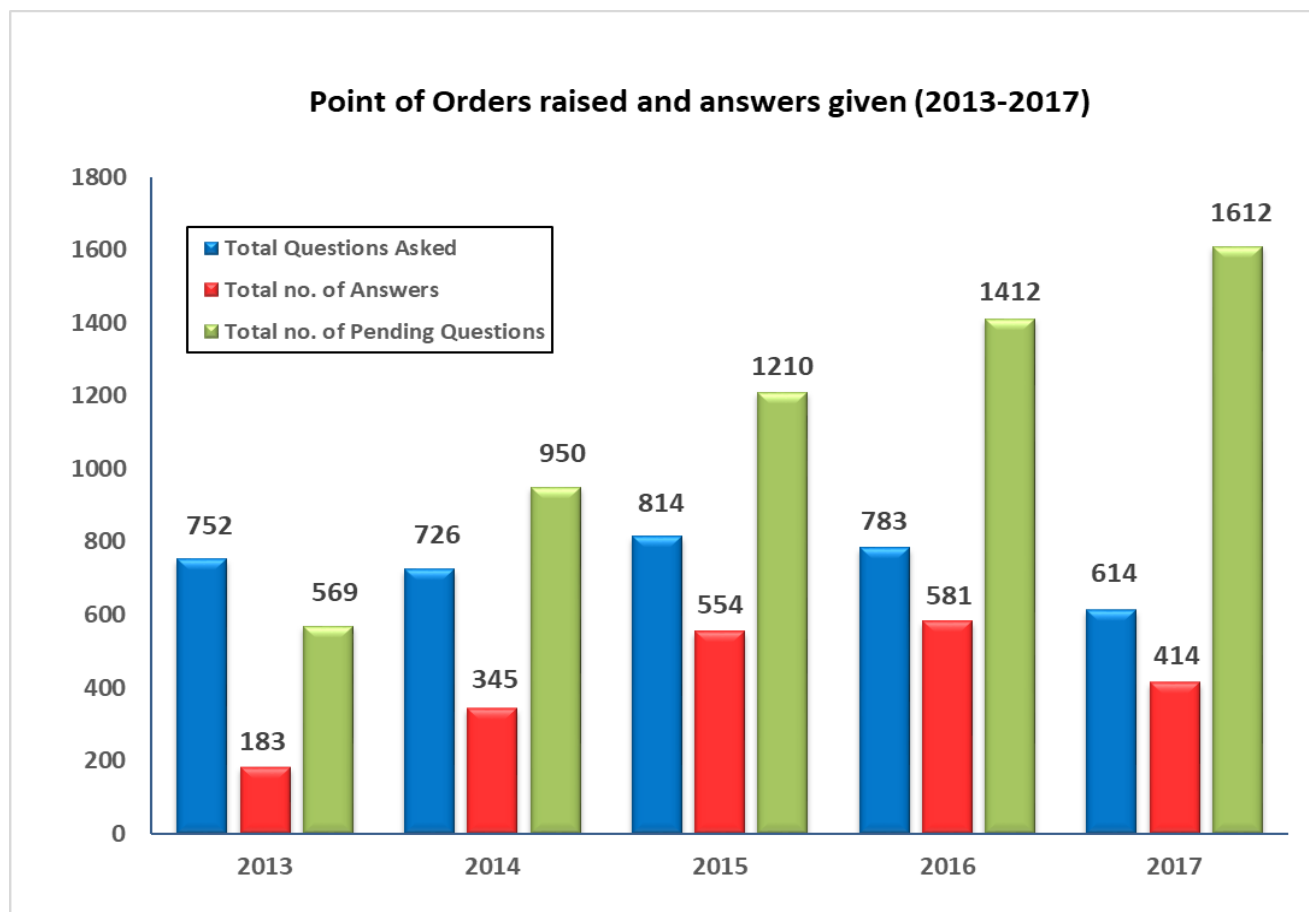


Inference:

- Point of Order has been, by far the most frequently used device by Councillors (588 times).
- The ‘Notice of Motion’ device has only been used three times, even lesser than Adjournment of meeting device (8 times).

Types of devices	Mar ‘12 to Dec ‘12	Mar ‘17 to Dec ‘17
Adjournment of meeting	6	8
Agenda raised (letter)	183	257
Amendment Proposed	4	0
Point of order	484	588
Short Notice Questions	2	0
Notice of Motion	0	3
Total	679	856

Graph 3: Answers given by Administration to Point of Order questions raised in Ward committee meetings



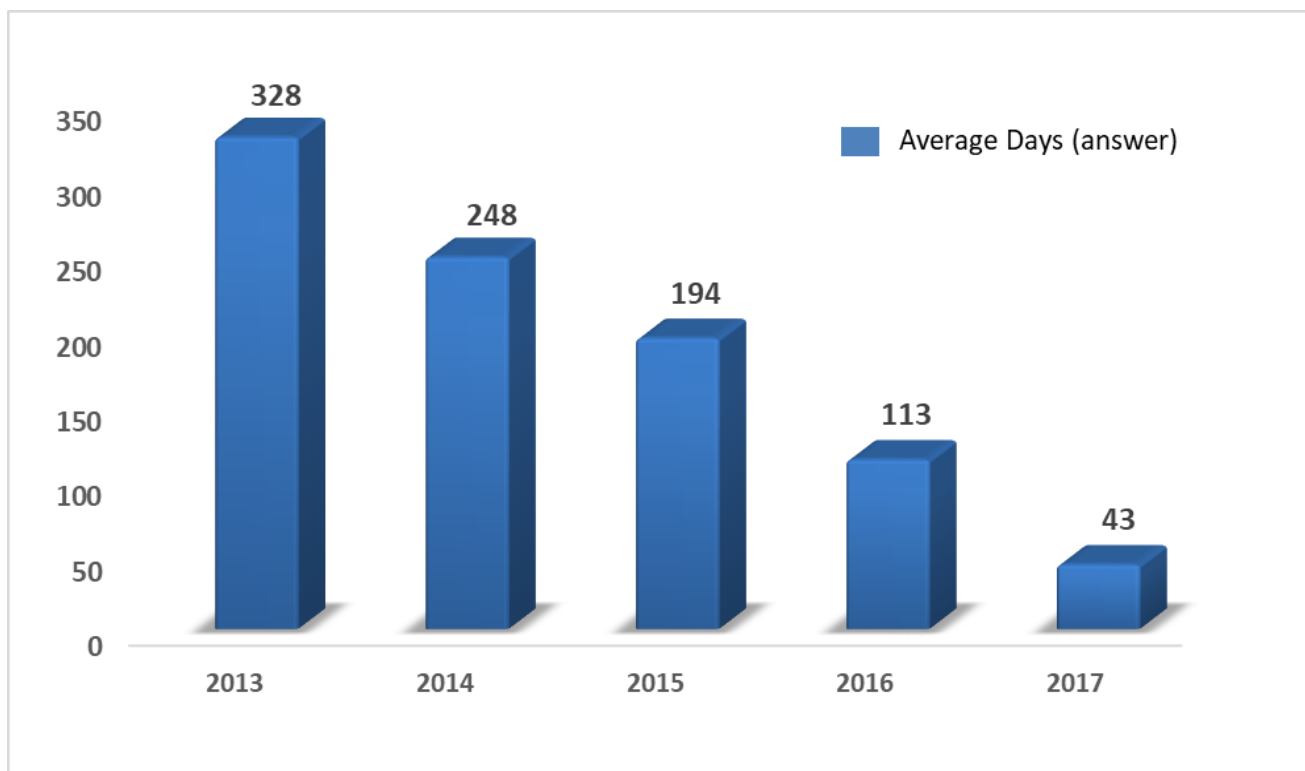
Note: Pending questions from previous years have been added to the current years, since those questions are still pending. Hence, the 'Pending Questions' figures are progressive in nature.

Inference:

- Total Number of Pending Questions has escalated every year, from 569 questions in 2013 to 1,612 questions in 2017.

It is important to understand that Point of Order questions are questions which relate to serious issues. The Ward Committee needs to take a serious stand in answering the questions which in turn will result in better functioning of the government. So many questions left unanswered over the years, shows poor governance and ignorance from the Administration. Hence, it is essential for smooth functioning that the question, however trivial in nature, be addressed and answered to infer further solutions in policy making.

Graph 4: Comparison of the average days taken to answer Point of Order questions in the Ward Committees from 2013 to 2017



Inference:

- The average days taken to answer Point of Order questions were 195 days (**almost 7 months**) in the last 5 years: from 2013 to 2017.
- This affects time-bound service delivery to citizens since the administration is not held accountable.
- A greater emphasis should be put on the administration, so that they start answering Point of Order questions in a specified time-frame.
- To the administration’s credit, the average number of days to answer Point of Order questions has steadily decreased from 328 days in 2013 to 43 days in 2017.

Table 48: Top three wards in complaints and questions in proportion to the ward population in year 2017

Top three Ward in complaints		F/S	M/E	R/N
Population 2011		3,60,972	8,07,720	4,31,368
No. of Councillor		7	15	8
Total Complaints		1,624	3,391	1,792
Road	Complaints	167	336	225
	Question asked	6	6	11
Drainage	Complaints	235	484	242
	Question asked	2	1	0
SWM	Complaints	213	332	142
	Question asked	3	5	3
Total Question		29	41	47
Naming/Renaming of Roads		7	3	6

Inference:

- M/E (3,391), R/N (1,792) and F/S (1,624) are the top three wards with the highest number of complaints in proportion to their population.
- R/N ward has the highest number of question asked (47) with 6 of them being related to “Naming/Renaming of Roads”.
- M/E ward has the highest number of complaints related to ‘Drainage’, but has only 1 question corresponding to the same issue.

Table 49: Top three wards in complaints and questions in year 2017

Top three wards in complaints		K/E	K/W	L
No. of Councillors		15	13	16
Total Complaints		6,725	8,349	7,282
Road	Complaints	1,018	1,363	607
	Questions asked	1	15	10
Drainage	Complaints	1,057	1,732	1,457
	Questions asked	1	5	0
SWM	Complaints	588	691	513
	Questions asked	2	6	6
Total Questions		19	69	55
Naming/Renaming of Roads		5	4	4

Inference:

- K/E (5,901), K/W (6,374) and L (7,498) were the top three wards in terms of number of complaints in 2016. The exact same three wards are the top three wards in 2017 as well, with 6,725 complaints in K/E, 8,349 in K/W, and 7,282 in L ward.

Table 50: Top three wards in questions asked in proportion to the Councillors elected from the ward in the Year 2017

Top three ward in total question	G/S	H/W	R/N
No. of councillor	7	6	8
Total Question	114	37	47
Question asked on following issues			
Roads	31	3	11
Drainage	10	2	0
SWM	8	2	3
Naming/Renaming of Roads	3	8	6
Total Complaints	2,471	3,430	1,792

Inference:

- G/S (114), H/W (37), and R/N (47) are the top three wards for questions asked in proportion to the Councillors.
- Among the top three wards, Councillors of G/S have asked more questions related to Roads, Drainage and Solid Waste Management.

Table 51: Ward Committee and Ward-wise Number of Meetings, Attendance in (%) and No. of Questions Asked from March 2017 to December 2017

Sr. No.	Ward	No. of Councillors	No. of Meetings	Attendance (in %)	Total Questions asked	No. of questions asked by councillors			
						Zero Que.	1 to 5 Que.	6 to 10 Que.	Above 10 Que.
1	Ward Committee A, B and E								
	A	3	14	68%	4	1	2	0	0
	B	2			2	1	1	0	0
	E	7			16	2	4	1	0
2	Ward Committee C and D								
	C	3	11	89%	4	1	2	0	0
	D	6			13	1	4	1	0
3	Ward Committee F/South and F/North								
	F/N	10	13	83%	19	2	7	1	0
	F/S	7			29	0	5	2	0
4	Ward Committee G/North	11	12	80%	6	6	5	0	0
5	Ward Committee G/South	7	11	84%	114	0	1	2	4
6	Ward Committee H/East and H/West								
	H/E	10	13	79%	38	1	7	1	1
	H/W	6			37	0	3	2	1
7	Ward Committee K/East	15	18	73%	19	7	8	0	0
8	Ward Committee K/West	13	14	80%	69	2	4	5	2
9	Ward Committee L	16	12	82%	55	2	11	3	0
10	Ward Committee M/East	15	12	84%	41	2	12	1	0
11	Ward Committee M/West	7	13	90%	40	0	3	4	0
12	Ward Committee N	11	14	80%	29	2	9	0	0
13	Ward Committee P/North	18	12	86%	84	3	8	6	1
14	Ward Committee P/South	9	12	93%	34	1	5	3	0
15	Ward Committee R/Central and R/North								
	R/C	10	28	88%	55	0	5	5	0
	R/N	8			47	0	4	4	0
16	Ward Committee R/South	14	18	76%	60	1	8	4	1
17	Ward Committee S and T								
	S	14	13	81%	29	3	10	1	0
	T	6			12	0	6	0	0
	Total	228	240	82%	856	38	134	46	10

Inference:

- P/S Ward has highest number of attendance (93%) in 2017, while G/S has the highest number of question asked (114) in Ward Committee Meetings.
- 38 Councillors (17% of all councillors) have not asked a single question in the year 2017.

Table 52: Issue-wise questions asked by Councillors during the period March 2017 to December 2017

Sr. No.	Ward	Drainage	SW M	Water Supply	Licence	Roads	Garden	Community Development	Health	Education	Naming/Renaming of Road	Other issues related	Total
1	Ward Committee A, B and E												
	A	0	0	1	0	0	0	0	0	0	3	0	4
	B	0	0	1	0	0	0	0	0	0	1	0	2
	E	0	1	4	2	4	2	1	0	0	0	2	16
2	Ward Committee C and D												
	C	0	0	0	0	1	0	0	0	0	2	1	4
	D	1	2	0	1	1	0	0	0	0	3	5	13
3	Ward Committee F/South and F/North												
	F/N	3	1	1	1	0	0	0	0	0	2	11	19
	F/S	2	3		1	6	1	0	0	1	7	8	29
4	Ward Committee G/North	1	0	1	0	0	0	0	0	0	2	2	6
5	Ward Committee G/South	10	8	8	2	31	12	12	1	2	3	25	114
6	Ward Committee H/East and H/West												
	H/E	5	2	3	2	4	0	0	1	0	6	15	38
	H/W	2	2		3	3	5	1	0	0	8	13	37
7	Ward Committee K/East	1	2	0	0	1	0	0	0	0	5	10	19
8	Ward Committee K/West	5	6	7	9	15	0	0	0	3	4	20	69
9	Ward Committee L	0	6	6	3	10	2	1	2	0	4	21	55
10	Ward Committee M/E	1	5	2	0	6	4	1	1	1	3	17	41
11	Ward Committee M/W	1	4	0	1	12	2	0	0	0	3	17	40
12	Ward Committee N	1	2	1	2	4	2	1	2	0	8	6	29
13	Ward Committee P/North	3	9	7	4	15	2	3	1	0	16	24	84
14	Ward Committee P/South	1	6	3	4	2	2	1	0	1	3	11	34

Sr. No.	Ward	Drainage	SW M	Water Supply	Licence	Roads	Garden	Community Development	Health	Education	Naming/Renaming of Road	Other issues related	Total
15	Ward Committee R/Central and R/North												
	R/C	1	5	6	3	12	0	6	2	0	6	14	55
	R/N	0	3	1	4	11	2	2	1	0	6	17	47
16	Ward Committee R/South	2	4	3	3	4	0	3	8	2	20	11	60
17	Ward Committee S and T												
	S	1	4	1	2	5	1	0	0	0	10	5	29
	T	1	1	0	0	4	1	0	0	0	0	5	12
	Total	42	76	56	47	151	38	32	19	10	125	260	856

Inference:

- Maximum number of questions were asked on 'Roads' (151), followed by 'Naming/Renaming of Roads' (125).
- Lowest (2) number of questions were asked in B ward, while highest number of questions (114) were asked in G/S Ward Committee.
- City area constituted 24% of the questions, Western suburbs constituted 52% of the questions, and Eastern Suburbs constituted 24% of the questions.

Table 53: List of Councillors who asked upto five questions in the year 2017 in Ward Committees

Councillor Name	Political Party	Questions Asked
Aakansha Sanjay Shetye	Shiv Sena	3
Abhijit Ganpat Samant	Bharatiya Janata Party	0
Afreen Javed Shaikh	Indian National Congress	2
Akash Raj Purohit	Bharatiya Janata Party	3
Akhter Abdul Rajjak Qureshi	Samajwadi Party	2
Amey Arun Ghole	Shiv Sena	1
Anant Bhiku Nar	Shiv Sena	0
Anil Ramchandra Patankar	Shiv Sena	5
Anil Sadashiv Kokil	Shiv Sena	4
Anita Dinesh Panchal	Bharatiya Janata Party	0
Anjali Arun Khedkar	Bharatiya Janata Party	2
Anjali Sanjay Naik	Shiv Sena	4
Anuradha Vijay Potdar	Bharatiya Janata Party	1
Archana Sanjay Bhalerao	Maharashtra Navnirman Sena	4
Arundhati Arvind Dudhwadkar	Shiv Sena	2
Asha Subhash Marathe	Bharatiya Janata Party	4
Asha Suresh Koparkar	Indian National Congress	3
Ashish Ramnath Chemburkar	Shiv Sena	1
Ashraf Azmi	Indian National Congress	4
Ashwini Ashok Matekar	Maharashtra Navnirman Sena	4
Ashwini Deepak Hande	Shiv Sena	3
Atul Has Mukhlal Shah	Bharatiya Janata Party	0
Ayesha Bano Ain Mohammed Khan	Samajwadi Party	1
Ayesha Rafique Shaikh	Samajwadi Party	5
Babu Safajalli Khan	Indian National Congress	0
Bina Paresh Doshi	Bharatiya Janata Party	2
Bindu Chetan Trivedi	Bharatiya Janata Party	3
Chandrashekhar Vasudeo Waingankar	Shiv Sena	2
Chandravati Shivaji More	Shiv Sena	2
Chitra Somnath Sangle	Shiv Sena	1
Daksha Jagdish Patel	Bharatiya Janata Party	3
Dattaram Rambhau Pongade	Shiv Sena	3
Deepak Jaiprakash Thakur	Bharatiya Janata Party	2
Deepali Deepak Gosavi	Shiv Sena	1
Deepmala Baban Badhe	Shiv Sena	2
Dhanashree Vaibhav Bharadkar	Nationalist Congress Party	0
Dilshad Banu Azmi	Indian National Congress	0
Dinesh Kashiram Kubal	Shiv Sena	2
Ganga Kunal Mane	Indian National Congress	0
Geeta Ajay Gavli	Akhil Bharatiya Sena	1
Geeta Sanjay Singhan	Shiv Sena	4
Gulnaz Salim Qureshi	All India Majlis-e-Ittehad-ul Muslimeen	0

Councillor Name	Political Party	Questions Asked
Haji Mohammad Halim Khan	Shiv Sena	3
Harish Krishna Bhandirge	Bharatiya Janata Party	2
Harish Ravji Chheda	Bharatiya Janata Party	5
Harsh Bhargav Patel	Bharatiya Janata Party	2
Harshad Prakash Karkar	Shiv Sena	2
Harshala Ashish More	Maharashtra Navnirman Sena	1
Harshita Ashwin Narwekar	Bharatiya Janata Party	1
Hetal Vimal Gala	Bharatiya Janata Party	5
Jagdish Karunashankar Oza	Bharatiya Janata Party	4
Jagdish Kutti Amin	Indian National Congress	4
Jagdish Makkunny Thaivalapill	Shiv Sena	0
Jagruti Pratik Patil	Bharatiya Janata Party	1
Javed Ibrahim Juneja	Indian National Congress	0
Jitendra Ambalal Patel	Bharatiya Janata Party	3
Jyoti Harun Khan	Nationalist Congress Party	2
Jyoti Parag Alavani	Bharatiya Janata Party	5
Jyotsna Devesh Mehta	Bharatiya Janata Party	0
Kesharben Murji Patel	Bharatiya Janata Party	0
Kiran Jyotiram Landge	Independent	5
Krishnaveni Vinod Reddy	Bharatiya Janata Party	1
Leena Rajesh Deherkar	Bharatiya Janata Party	3
Makarand Suresh Narwekar	Bharatiya Janata Party	0
Malik Abdul Rashid(Kaptan) Mohammadislam	Nationalist Congress Party	2
Manisha Harishchandra Rahate	Nationalist Congress Party	0
Manoj Kishorbhai Kotak	Bharatiya Janata Party	1
Mariammal Thevar	Shiv Sena	1
Milind Dattaram Vaidya	Shiv Sena	2
Minal Ruchit Patel	Bharatiya Janata Party	1
Mumtaz Rahebar Khan	Independent	1
Murji Kanji Patel	Bharatiya Janata Party	0
Nadiya Mohsin Shaikh	Nationalist Congress Party	2
Naziya Jabbar Sofi	Nationalist Congress Party	0
Nehal Amar Shah	Bharatiya Janata Party	3
Neil Somaiya	Bharatiya Janata Party	4
Nidhi Pramod Shinde	Shiv Sena	2
Nikita Dnyanraj Nikam	Indian National Congress	0
Pankaj Shobhnath Yadav	Bharatiya Janata Party	0
Parag Kishor Shah	Bharatiya Janata Party	2
Parmeshwar Tukaram Kadam	Maharashtra Navnirman Sena	0
Prabhakar Tukaram Shinde	Bharatiya Janata Party	2
Prakash Devji More	Bharatiya Janata Party	1
Prakash Kashinath Gangadhare	Bharatiya Janata Party	2
Pralhad Aba Thombre	Shiv Sena	0
Pratibha Hemant Shinde	Bharatiya Janata Party	5

Councillor Name	Political Party	Questions Asked
Pratibha Yogesh Girkar	Bharatiya Janata Party	0
Pravin Gajanan Shinde	Shiv Sena	1
Pravin Rikhavchand Shah	Bharatiya Janata Party	1
Preetam Gautam Pandagle	Bharatiya Janata Party	1
Priti Prakash Patankar	Shiv Sena	1
Priyanka More	Bharatiya Janata Party	2
Priyanka Pramod Sawant	Shiv Sena	2
Pushpa Krishna Koli	Indian National Congress	3
Rajani Naresh Keni	Bharatiya Janata Party	2
Rajesh Omprakash Fulwaria	Bharatiya Janata Party	2
Rajeshree Rajesh Shirwadkar	Bharatiya Janata Party	2
Rajrajeshwari Anil Redkar	Shiv Sena	0
Raju Shripad Pednekar	Shiv Sena	0
Rakhi Harishchandra Jadhav	Nationalist Congress Party	4
Ramakant Sakharam Rahate	Shiv Sena	5
Ramesh Gajanan Korgaonkar	Shiv Sena	0
Ramnarayan Amtharam Barot	Bharatiya Janata Party	0
Ranjana Ujwal Patil	Bharatiya Janata Party	3
Ravi Kondu Raja	Indian National Congress	0
Reeta Bharat Makwana	Bharatiya Janata Party	1
Rekha Dadasaheb Ramvanshi	Shiv Sena	0
Renu Kishorilal Bhasin	Bharatiya Janata Party	2
Reshmabano Mohammadhasim Khan	Nationalist Congress Party	0
Rukhsana Nazim Siddiqui	Samajwadi Party	3
Rupali Suresh Awale	Shiv Sena	0
Rutuja Rhadayanath Tari	Shiv Sena	0
Sadanand Gajanan Parab	Shiv Sena	3
Sadanand Waman Parab	Shiv Sena	1
Sadhana Sadashiv Mane	Shiv Sena	3
Saeeda Arif Khan	Nationalist Congress Party	3
Sagar Ramesh Singh	Bharatiya Janata Party	3
Sagun Vasant Naik	Shiv Sena	1
Sakshi Deepak Dalvi	Bharatiya Janata Party	4
Salma Salim Almelkar	Indian National Congress	1
Samiksha Deepak Sakre	Shiv Sena	3
Samita Vinod Kamble	Bharatiya Janata Party	1
Samriddhi Ganesh Kate	Shiv Sena	4
Sandeep Dilip Patel	Bharatiya Janata Party	5
Sangeeta Gyanmurti Sharma	Bharatiya Janata Party	4
Sangeeta Sanjay Sutar	Shiv Sena	0
Sanjay Gulabrao Agaldare	Shiv Sena	3
Sanjay Ramchandra Turde	Maharashtra Navnirman Sena	0
Sarika Mangesh Pawar	Bharatiya Janata Party	1
Sarita Ajay Patil	Bharatiya Janata Party	1

Councillor Name	Political Party	Questions Asked
Shaera Shafahad Khan	Samajwadi Party	3
Shaheda Haroon Rashid Khan	Shiv Sena	0
Shahnawaz Sarfaraz Hussain Shaikh	All India Majlis-e-Ittehad-ul Muslimeen	1
Shailaja Vijay Girkar (Late)	Bharatiya Janata Party	2
Sheetal Mukesh Mhatre	Shiv Sena	3
Sheetal Suresh Gambhir	Bharatiya Janata Party	1
Shivkumar Basukinath Jha	Bharatiya Janata Party	2
Shubhada Subhash Gudekar	Shiv Sena	1
Sindhu Ravindranath Masurkar	Shiv Sena	3
Smita Sharad Gaonkar	Shiv Sena	2
Snehal Sunil More	Independent	5
Sonam Manoj Jamsutkar	Indian National Congress	2
Steffi Morris Kini	Indian National Congress	2
Sudha Shambhunath Singh	Bharatiya Janata Party	3
Sufiyan Niyazahmed Vanu	Indian National Congress	1
Suhas Chandrakant Wadkar	Shiv Sena	5
Sujata Digvijay Sanap	Shiv Sena	3
Sunil Lalanprasad Yadav	Bharatiya Janata Party	3
Supriya Sunil More	Indian National Congress	1
Surekha Manojkumar Patil	Bharatiya Janata Party	2
Surekha Rohidas Lokhande	Bharatiya Janata Party	2
Suryakant Jayhari Gawali	Bharatiya Janata Party	3
Sushma Kamlesh Rai	Indian National Congress	2
Suvarna Sahadev Karanje	Shiv Sena	4
Swapnil Mohan Tembwalkar	Shiv Sena	2
Tukaram (Suresh) Krishna Patil	Shiv Sena	3
Tulip Brian Miranda	Indian National Congress	5
Tulsiram Dhondiba Shinde	Independent	3
Ujjwala Shrikrushna Modak	Bharatiya Janata Party	1
Umesh Subhash Mane	Shiv Sena	3
Urmila Ulhas Panchal	Shiv Sena	2
Vaishali Navin Shewale	Shiv Sena	3
Vaishali Shrikant Patil	Bharatiya Janata Party	1
Vasant Shivram Nakashe	Shiv Sena	0
Vijayendra Onkar Shinde	Shiv Sena	4
Vinaya Vishnu Sawant	Shiv Sena	1
Vishakha Sharad Raut	Shiv Sena	0
Vishavanath Pandurang Mahadeshwar	Shiv Sena	3
Wajid Wahid Qureshi	Indian National Congress	2
Winnifred Baptist Dsouza	Indian National Congress	0
Yashwant Kamlakar Jadhav	Shiv Sena	0
Yogiraj Narayanrao Dabhadkar	Bharatiya Janata Party	4

Inference:

38 councillors have not asked a single question in ward committees between March 2017 and December 2017 (highlighted).

Table 54: Councillors who have been re-elected in 2017 (served a term from 2012 to 2017)

Name of the Councillor	Political Party	Ward	2017 (Mar '17 – Dec '17)	2016	2015	2014	2013	2012 (Mar '12 – Dec '12)	Total
Anant Bhiku Nar	Shiv Sena	K/E	0	4	30	18	16	7	75
Dilshad Banu Azmi	Indian National Congress	L	0	4	1	2	2	0	9
Ganga Kunal Mane ¹¹	Indian National Congress	G/N	0	0	6	N/A	N/A	N/A	6
Javed Ibrahim Juneja	Indian National Congress	E	0	9	6	7	9	7	38
Jyotsna Devesh Mehta	Bharatiya Janata Party	D	0	4	5	3	2	2	16
Kesharben Murji Patel	Bharatiya Janata Party	K/E	0	0	0	0	0	1	1
Makarand Suresh Narwekar	Bharatiya Janata Party	A	0	1	2	3	2	5	13
Raju Shripad Pednekar	Shiv Sena	K/W	0	9	7	5	7	4	32
Ramesh Gajanan Korgaonkar	Shiv Sena	S	0	1	2	2	0	3	8
Ramnarayan Amtharam Barot	Bharatiya Janata Party	P/N	0	1	3	4	2	2	12
Winnifred Baptist Dsouza	Indian National Congress	K/E	0	1	1	0	0	1	3

Note: Of the 38 councillors that had not asked a single question in ward committees in 2017, these 11 were re-elected after serving a previous term (March 2012- March 2017).

¹¹ Ganga Mane was elected on 10th April, 2015

Section V: Open Defecation Free (ODF) status given to Greater Mumbai

The Ministry of Urban Development, Government of India has come out with a document¹² titled 'Declaring your City/Town ODF: A ready reckoner', which lists out a thorough procedure for Urban Local Bodies (ULBs) to declare their cities as Open Defecation Free (ODF). In this document, an ODF city/ward is defined as:

A city / ward can be notified/declared as ODF city/ ODF ward if, at any point of the day, not a single person is found defecating in the open.

Under this definition, necessary conditions that are mandated to be achieved before declaring a city as ODF are:

- *All households that have space to construct toilet, have constructed one.*
- *All occupants of those households that do not have space to construct toilet have access to a community toilet within a distance of 500 meters.*
- *All commercial areas have public toilets within a distance of 1 kilometer.*
- *City has a mechanism in place through which fines are imposed fine on people found defecating in the open.*

Under the 'Swachh Certificate for Open Defecation Free Status'¹³ banner, Greater Mumbai has been declared 100% Open Defecation Free (ODF).

Though neither the ULB nor the Urban Development Ministry has released data pertaining to the above conditions being met, we obtained data on Public and Community Toilets, and checked if Mumbai does indeed have the necessary infrastructure to support the conditions and definition mentioned above.

Note: The MCGM maintains two types of toilets; Public (Pay & Use) toilets and Community toilets. Community toilets are built by the MCGM/State Agency and handed over to a community/slum under a CBO (Community Based Organisation).

¹² <https://smartnet.niua.org/sites/default/files/resources/ODF%20Declaration%20booklet.pdf>

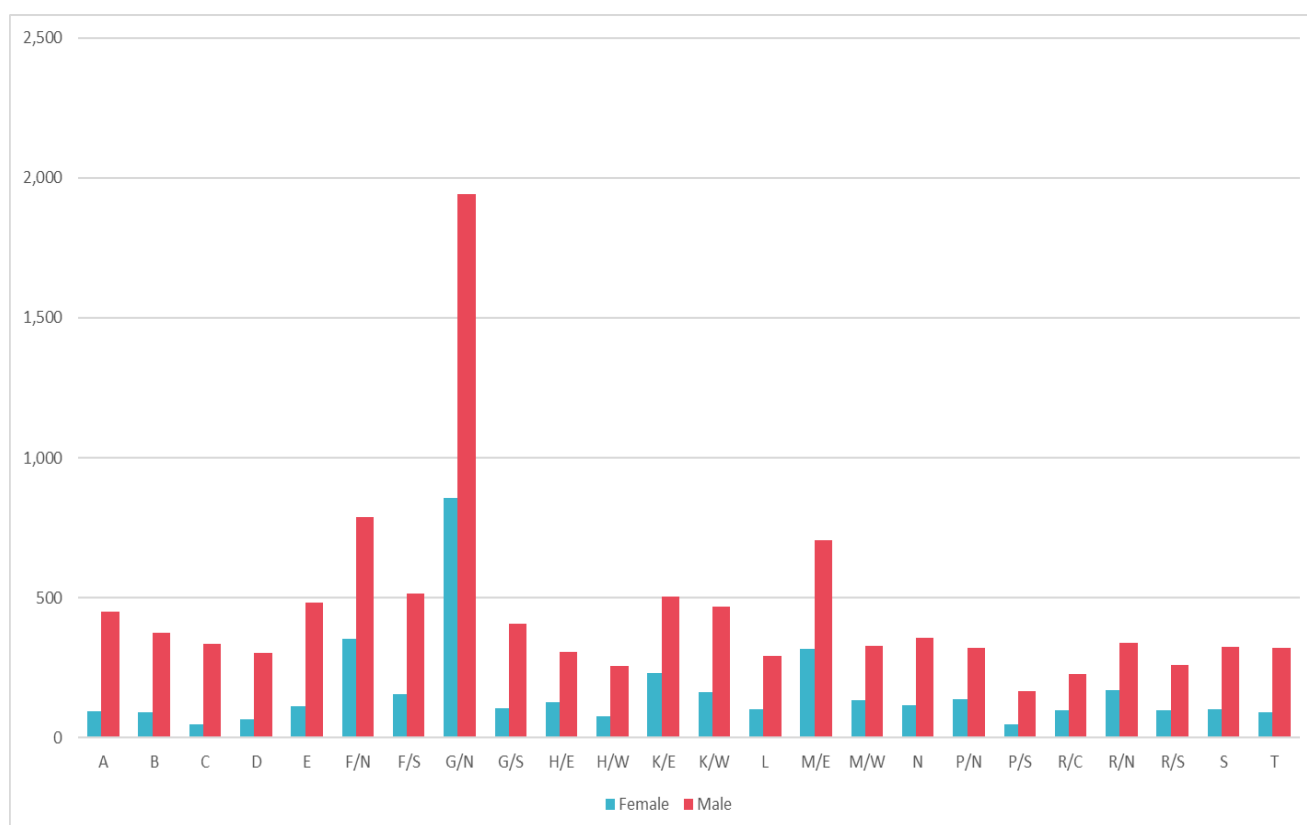
¹³ <http://sbmodf.in/?metric=ALL&state=maharashtra&city=greater%20mumbai>

Table 55: Ward-wise number of Pay & Use Toilets (a comparison) as of 31st December 2017¹⁴

Ward / Zone	Population	Ladies	Gents	Differently Abled (Handicapped)	Disparity (between Male and Female toilets)
A	1,85,014	95	449	17	79%
B	1,27,290	92	377	18	76%
C	1,66,161	49	335	4	85%
D	3,46,866	67	302	13	78%
E	3,93,286	113	483	0	77%
F/N	5,29,034	354	789	4	55%
F/S	3,60,972	155	517	1	70%
G/N	5,99,039	856	1,941	9	56%
G/S	3,77,749	106	406	4	74%
H/E	5,57,239	126	306	1	59%
H/W	3,07,581	77	255	6	70%
K/E	8,23,885	233	505	3	54%
K/W	7,48,688	162	467	3	65%
L	9,02,225	104	292	10	64%
M/E	8,07,720	316	706	7	55%
M/W	4,11,893	135	327	12	59%
N	6,22,853	117	356	0	67%
P/N	9,41,366	139	320	22	57%
P/S	4,63,507	49	168	13	71%
R/C	5,62,162	100	227	4	56%
R/N	4,31,368	170	340	8	50%
R/S	6,91,229	98	262	0	63%
S	7,43,783	103	325	1	68%
T	3,41,463	93	323	3	71%
City Zone total	30,85,411	1,887	5,599	70	66%
Western Suburbs	55,27,025	1,154	2,850	60	60%
Eastern Suburbs	38,29,937	868	2,329	33	63%
Total	1,24,42,373	3,909	10,778	163	64%

¹⁴ Numbers are addition of number of Urinals and Toilets (WCs) only, they do not include Bathrooms.

Graph 5: Number of Pay & Use Toilets in Greater Mumbai



Inference:

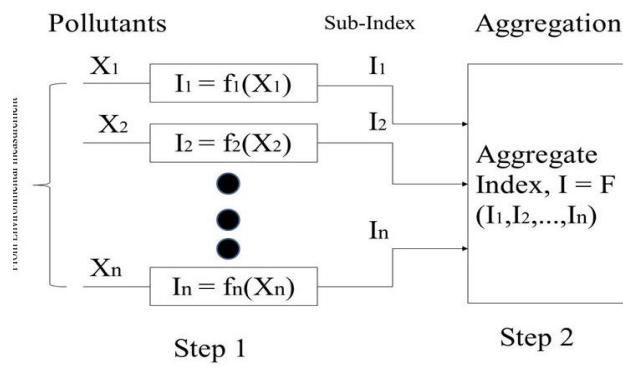
- The disparity between number of toilets for Males and number of toilets for Females is shocking in Mumbai.
- C ward has the largest disparity with 85%, while R/N has the lowest disparity of 50%.
- E, R/S and N wards also has no provision for differently abled people to use toilets. This means that 3 entire wards in Mumbai don't have sanitation facilities for differently abled people.
- Mumbai overall has a disparity of 64%, ie. Number of toilets for women is almost one-third of the number of toilets for men.
- Also, complaints relating to 'No attendance at public toilets' took an average 28 days (almost a month) to be resolved.

Note: Data is obtained from Solid Waste Management Department of MCGM. Numbers include number of Toilets (WC) and Urinals (Indian toilets) for Male and Female Pay & Use Toilet units under the MCGM.

Section VI: Air Quality and the Health of Mumbai

AQI Definition:

Simply put, An AQI is defined as an overall scheme that transforms weighted values of individual air pollution related parameters (SO₂, CO, visibility, etc.) into a single number or set of numbers. The result is a set of rules (i.e. set of equations) that translate parameter values into a simple form by means of numerical manipulation:



Note: This image has been taken from the 'National Air Quality Index' Report released by the Central Pollution Control Board (2014)

Colour	Air Quality Index	AQI Range	Remark
	Good	0-50	Minimal Impact
	Satisfactory	51-100	May cause minor breathing discomfort in sensitive people
	Moderate	101-200	May make breathing difficult for people with lung diseases and cause discomfort in children, older adults and heart patients
	Poor	201-300	May make breathing difficult after prolonged exposure, and cause discomfort to people with heart diseases
	Very Poor	301-400	May cause respiratory illnesses in people on prolonged exposure. Effect may be more pronounced in those with lung and heart diseases.
	Severe	>400	May cause respiratory problems even in healthy people, and seriously impact those with lung/heart diseases. Even increased breathing during light physical activity can impact health.

Air Quality Index standards, according to the Central Pollution Control Board (CPCB)

Graph 6: Month wise Air Quality Index



Table 56: Average month-wise AQI from April 2015 to December 2017¹⁵

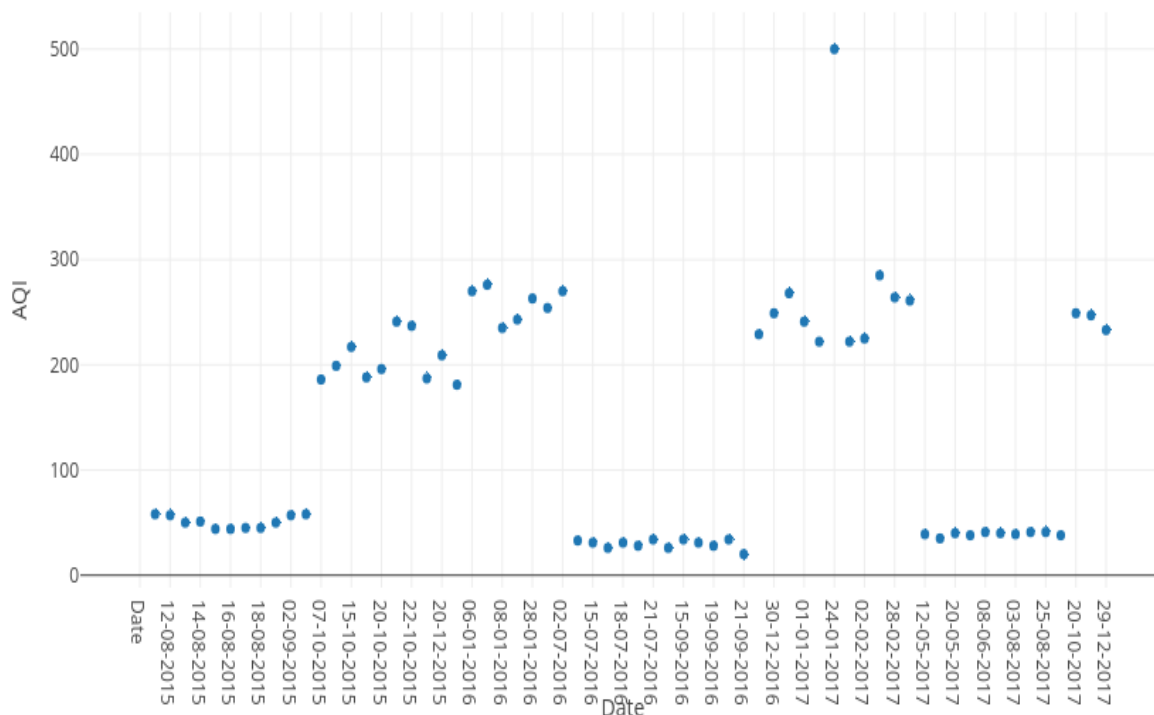
Month	Average AQI		
	2015	2016	2017
January	-	170	186
February	-	98	168
March	-	103	126
April	101	74	97
May	89	70	66
June	86	59	55
July	68	68	78
August	63	56	51
September	73	55	71
October	139	91	107
November	114	113	136
December	134	164	152

Inference:

- The highest Average Monthly AQI has increased from 170 in January 2016 to 186 in January 2017. The highest Average Monthly AQI in 2015 was 139 in October 2015. This indicates a worsening of Air Quality as the years have progressed.
- January continues to remain the worst month of the year for pollution in Mumbai.
- Mumbai sees the best Air Quality in the months of June and August, which can be explained by the presence of the monsoon season, which drastically helps abate poor air quality.

¹⁵ All AQI data has been obtained from : <http://cpcb.nic.in/>, after approval from the Central Pollution Control Board (CPCB) through an RTI application.

Graph 7: AQI of year-wise best & worst days of 2015, 2016 and 2017



Inference:

- The worst Air Quality has progressively become worse over the years, which means that more and more Mumbaikars have to breathe unclean air. Air Quality is worsening day-by-day.

Table 57: AQI of year-wise best and worst days of 2015, 2016 and 2017

	Best AQIs		Worst AQIs	
2015	11-08-2015	58	07-10-2015	186
	12-08-2015	57	08-10-2015	199
	13-08-2015	50	15-10-2015	217
	14-08-2015	51	18-10-2015	188
	15-08-2015	44	20-10-2015	196
	16-08-2015	44	21-10-2015	241
	17-08-2015	45	22-10-2015	237
	18-08-2015	45	11-11-2015	187
	19-08-2015	50	20-12-2015	209
	02-09-2015	57	30-12-2015	181
15-09-2015	58			
2016	09-07-2016	33	06-01-2016	270
	15-07-2016	31	07-01-2016	276
	17-07-2016	26	08-01-2016	235
	18-07-2016	31	11-01-2016	243
	20-07-2016	28	28-01-2016	263
	21-07-2016	34	29-01-2016	254
	22-07-2016	26	02-07-2016	270
	15-09-2016	34	27-11-2016	229
	18-09-2016	31	30-12-2016	249
	19-09-2016	28	31-12-2016	268
	20-09-2016	34		
21-09-2016	20			
2017	12-05-2017	39	01-01-2017	241
	19-05-2017	35	23-01-2017	222
	20-05-2017	40	24-01-2017	500
	24-05-2017	38	26-01-2017	222
	08-06-2017	41	02-02-2017	225
	01-08-2017	40	19-02-2017	285
	03-08-2017	39	28-02-2017	264
	14-08-2017	41	13-03-2017	261
	25-08-2017	41	20-10-2017	249
	26-09-2017	38	25-12-2017	247
		29-12-2017	233	

Inference:

- The highest AQI (worst air quality) has been constantly increasing over the years (241 in 2015, 276 in 2016, 500 in 2017).

Table 58: Air Quality Index level-wise number of days from 2015 to 2017

Air Quality Level	No. of Days		
	2015	2016	2017
Good	6	65	45
Satisfactory	157	177	134
Moderate	89	107	144
Poor	4	17	23
Very Poor	0	0	0
Severe	0	0	1
Total	256*	366[^]	347[#]

* - Air Quality data was available from 20-04-2015

[^] - 2016 was a leap year

[#] - 18 days had an 'NA' against their Air Qualities from the data we obtained in 2017

Table 59: Comparison of Pollution Complaints

Pollution Sub-Issues	2015	2016	2017	Increase from 2016 to 2017 (in %)
Air Pollution	94	153	149	-3
Pollution due to Chemical Effluents	33	51	55	8
Factory Noise Pollution	1	0	0	0
Nuisance due to Masala Mills/ Flour Mills	7	16	11	-31
Total complaints	135	220	215	-2

Inference:

- Despite 2017 overall having a worse average Air Quality Index than 2016, 'Air Pollution' complaints have almost remained steady from 2016 (153 complaints) to 2017 (149 complaints).
- Complaints related to "Pollution due to Chemical Effluents has increased by 67% from 2015 (33 complaints) to 2017 (55 complaints).

Table 60: Tree Census data

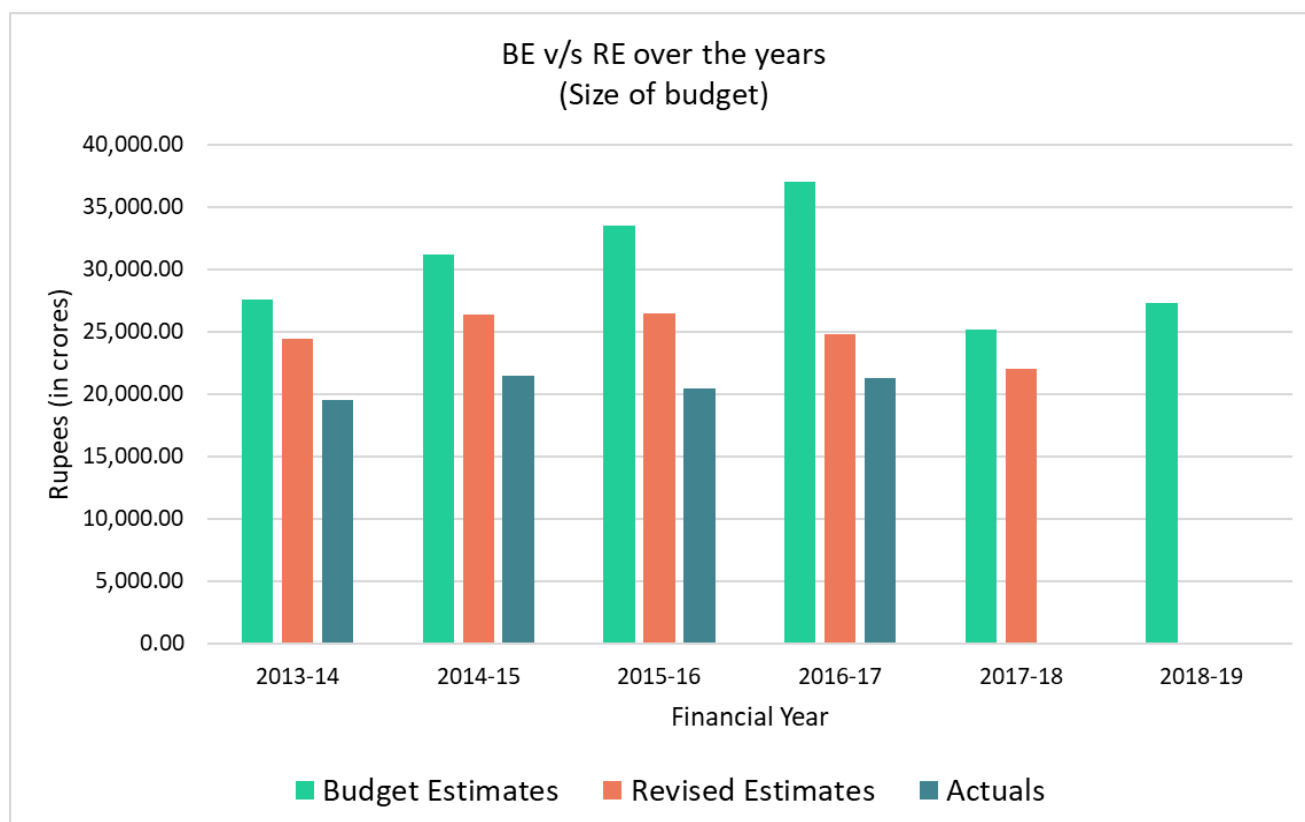
WARD	Area in Sq.km.	2013-14	2014-15	2015-16	2016-17
A	11.21	41,838	81,516	83,201	83,201
B	2.66	6,786	7,816	7,816	7,816
C	1.91	3,919	5,756	5,756	5,756
D	8.22	58,207	98,478	1,00,317	1,00,317
E	7.27	39,270	57,128	58,028	58,028
F/N	12.28	54,330	85,897	87,240	1,84,837
F/S	9.79	82,417	1,84,837	1,84,837	87,240
G/N	8.76	45,912	92,178	94,774	96,620
G/S	9.29	43,341	43,341	96,620	94,774
H/E	12.42	74,092	74,092	74,092	74,092
H/W	9.03	83,176	83,176	83,176	83,176
K/E	23.96	1,56,508	1,56,508	1,60,004	2,15,728
K/W	24.55	1,36,262	1,36,262	1,40,674	1,73,232
L	15.68	1,21,075	67,758	6,76,758	67,758
M/E	33.08	83,862	92,445	1,51,949	1,62,638
M/W	17.4	1,44,790	1,05,631	2,13,084	2,13,084
N	25.96	67,828	80,483	2,86,894	2,92,965
P/N	46.72	67,758	2,58,045	2,84,271	1,86,002
P/S	25.19	84,510	1,59,649	1,79,452	2,84,271
R/C	48.03	1,05,631	67,808	67,808	1,44,790
R/N	14.18	80,483	84,510	84,510	67,808
R/S	18.31	92,445	1,44,790	1,44,790	84,510
S	29.75	1,59,217	1,59,217	2,48,116	2,54,038
T	42.88	84,187	84,187	84,187	84,187
Total	458.53	19,17,844	24,11,508	35,98,354	31,06,868

Inference:

- The number of trees have almost doubled from 2013-14 to 2015-16 in A (99%), F/S (124%) and G/N (106%) wards.
- In N ward, the number of trees have increased by 256% in 2015-2016 as compared to 2014-2015.
- In T ward, the number trees remained the same since 2013-2014 i.e. 84,187.

Section VII: Analysis of Municipal Commissioner’s Budget Speech of 2018-19 relating to Civic Issues¹⁶

Graph 8: Budget Estimates v/s Revised Estimates v/s Actuals



Inference:

- On an average, there was a 19% reduction from Budget Estimates to Revised Estimates from 2013-14 to 2017-18.
- There was a 33% reduction from Budget Estimates to Revised Estimates in 2016-17. This means that one-third of the Budget Estimates were slashed in the Revised Estimates.
- There is a big gap between Budget Estimates and Actuals, and Actuals are always invariably lower than Revised Estimates.

¹⁶ **All figures are in crores unless specified otherwise.** All figures have been taken from the Municipal Commissioner’s speeches from 2014-15 to 2018-19, available on their website : www.mcgm.gov.in. ‘Actuals’ figures have been taken from the ‘Income and Expenditure’ section from the Annual Accounts tab on the MCGM website.

Revenue v/s Capital Expenditure

Table 61: Reduction in Budget Estimates in Revenue Expenditure

Revenue Expenditure			
	Budget Estimates	Revised Estimates	Reduction (in %)
2014-15	20,120.73	18,966.61	6%
2015-16	21,675.41	18,617.32	14%
2016-17	24,172.71	18,573.69	23%
2017-18	17,011.83	15,866.07	7%
2018-19	17,723.25	-	-

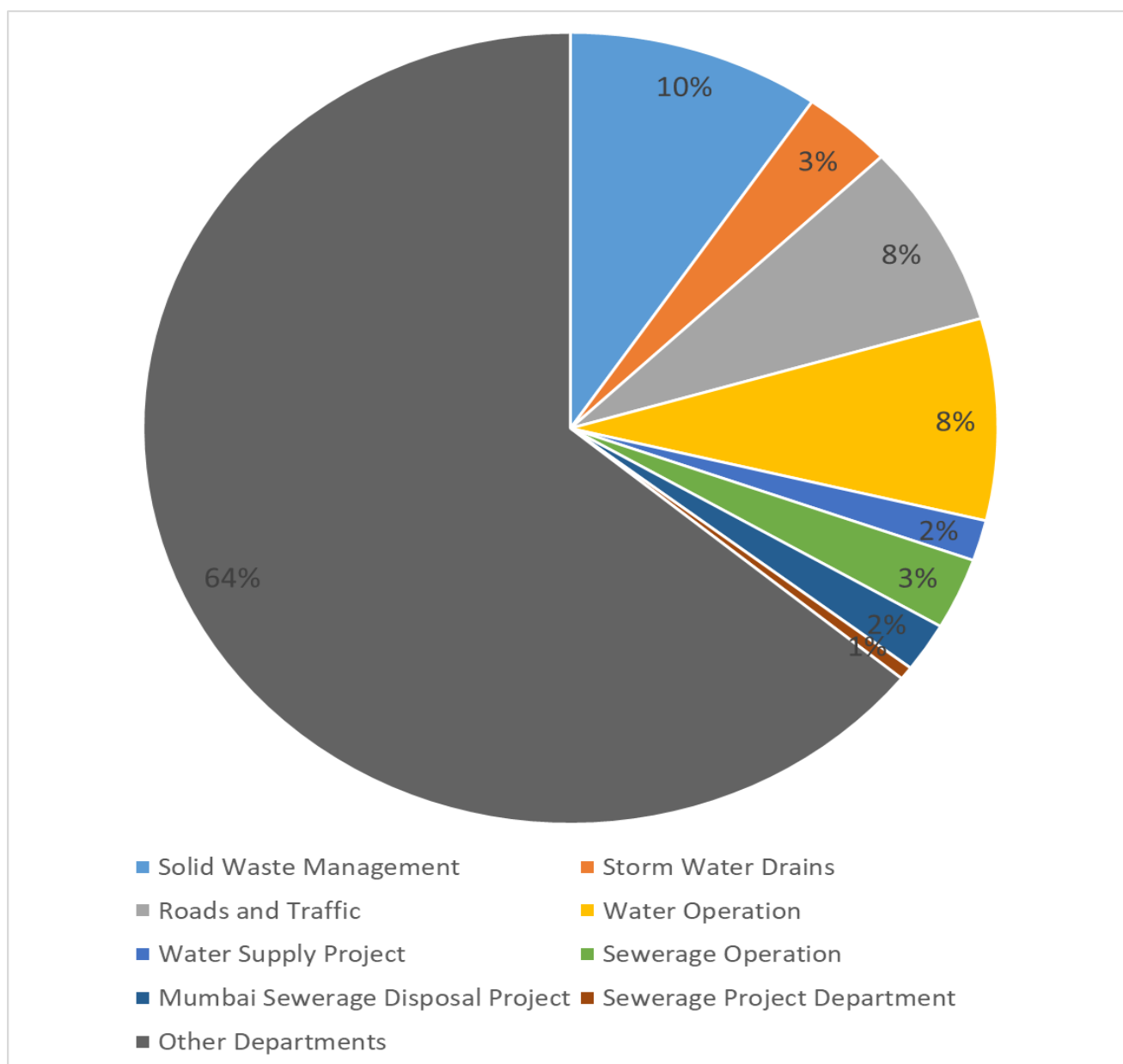
Table 62: Reduction in Budget Estimates in Capital Expenditure

Capital Expenditure			
	Budget Estimates	Revised Estimates	Reduction (in %)
2014-15	11,051.69	7,348.08	34%
2015-16	11,836.00	7,630.60	36%
2016-17	12,874.78	5399.67	58%
2017-18	8,127.08	6,111.07	25%
2018-19	9,527.8	-	-

Table 63: Budgetary Allocation of Departments related to Civic Issues

Department	Budget
Solid Waste Management	2,605.86
Storm Water Drains	928.88
Roads and Traffic	2,058.92
Water Operation	2,244.33
Water Supply Project	452.78
Sewerage Operation	797.64
Mumbai Sewerage Disposal Project	548.67
Sewerage Project Department	146.59

Graph 9: Share of departments in the Budget of FY 2018-19



Inference:

- Departments of Solid Waste Management, Storm Water Drainage, Water Operations, Roads & Traffic, Water Supply Project, Sewerage Operation, Mumbai Sewerage Disposal Project, Sewerage Project account for 36% of the total budget allocation.
- Solid Waste Management Department has been allocated 10% of the total budget, whereas Roads & Traffic and Water Operations Departments have been allocated 8% of the total budget each.
- Despite most number of complaints in 2017 being related to ‘Drainage’ issues, Departments of Storm Water Drainage, Sewerage Operation, Mumbai Sewerage Disposal Project and Sewerage Project **together** account for 9% of the total budget.

Under-utilisation of Departmental Budgets

Note: 'RE' stands for Revenue Expenditure and 'CE' stands for Capital Expenditure

Table 64: Roads, Traffic Operations & Bridges

Financial Year	Budget Estimates			Actuals			Percentage Utilised		
	RE	CE	Total	RE	CE	Total	RE	CE	Total
2014-15	652	2,831	3,483	892	2,137	3,028	137%	75%	87%
2015-16	688	3,858	4,546	871	1,894	2,765	127%	49%	61%
2016-17	705	4,479	5,184	858	549	1,406	122%	12%	27%
2017-18*	806	2,480	3,286	-	-	-	-	-	-
2018-19*	848	3,270	4,118	-	-	-	-	-	-

* - includes Coastal Road Project

Inference:

- In 2016-17, 73% of the Budget Estimates (overall) of Roads & Traffic Department were un-utilised.

Table 65: Storm Water Drains Department

Financial Year	Budget Estimates			Actuals			Percentage Utilised		
	RE	CE	Total	RE	CE	Total	RE	CE	Total
2014-15	337	1,121	1,458	432	657	1,089	128%	59%	75%
2015-16	329	1,098	1,426	346	402	748	105%	37%	52%
2016-17	410	999	1,408	440	469	909	107%	47%	65%
2017-18	369	475	844	-	-	-	-	-	-
2018-19	363	566	929	-	-	-	-	-	-

Inference:

- Despite the dire flooding crisis in Mumbai, almost half (48%) of Budget Estimates in Storm Water Drainage Department were unutilised in 2015-16.

Table 66: 'G' Budget (Water & Sewerage Operations)

Financial Year	Budget Estimates			Actuals			Percentage Unutilised		
	RE	CE	Total	RE	CE	Total	RE	CE	Total
2014-15	3,245	2,881	6,127	2,059	1,136	3,195	63%	39%	52%
2015-16	3,247	2,543	5,790	2,615	1,239	3,854	81%	49%	67%
2016-17	3,328	2,559	5,887	4,038	942	4,980	121%	37%	85%
2017-18	3,215	1,611	4,826	-	-	-	-	-	-
2018-19	3,513	1,787	5,300	-	-	-	-	-	-

Table 67: Solid Waste Management & Transport

	Budget Estimates			Actuals			Percentage Utilised		
	RE	CE	Total	RE	CE	Total	RE	CE	Total
2014-15	2,144	486	2,630	1,686	76	1,762	79%	16%	67%
2015-16	2,227	418	2,645	1,806	66	1,872	81%	16%	71%
2016-17	2,458	394	2,852	1,944	124	2,069	79%	32%	73%
2017-18	2,247	359	2,606	-	-	-	-	-	-
2018-19*	2,456	510	2,966	-	-	-	-	-	-

* - Includes Slum Sanitation Programme (SSP)

Inference:

- The Solid Waste Management Department of the MCGM is highly respected since it picks up large quantities (7100 Metric Tonnes per day, according to the Municipal Commissioner's speech) of waste with limited resources.
- Lack of utilisation, however, plagues this department as well. On an average across three years from 2014-15 to 2016-17, the percentage of unutilised budgetary allocation was 30%.

What needs to be done?

An Open Dashboard – Monitoring and evaluating complaints

- Data relating to complaints have been obtained by Praja Foundation through the RTI Act, from the Central Complaint Registration System (CCRS). This data should be made openly available to the citizens on the website in the form of a dashboard, so that the citizens, too, are aware of the issues that plague their city.
- This dashboard can be a simple forum for retrieving data relating to complaints registered by the citizens.
- Not only will this dashboard help citizens view complaints under the MCGM, it will also allow elected representatives and administration officials in monitoring and evaluating the corporation's performance on a real-time basis.
- This move will also be a first in a step towards Open Government Data.

Councillor Code – Greater accountability in addressing complaints

- The administration needs to be held accountable and answerable to the elected representatives and by extension, the citizens, in terms of complaints redressal. A way of doing that is by pin-pointing the department/official.
- While solving complaints the engineer concerned has to mention the councillor name (code) for each complaint, based on the constituency that the complaint belongs to. This is mandatory and should be filled out rigorously. In 2017, the councillor code was not filled in 77% of the cases. A greater emphasis needs to be on filling in the councillor code when complaints are registered.
- This will ensure that the complaints are compartmentalised and responsibility is pinned on a specific source responsible for solving the citizens' problems.
- This will also address the lack of accountability in the working of the civic body.

Citizen Feedback – Gauging citizens' happiness with the solution to their problem

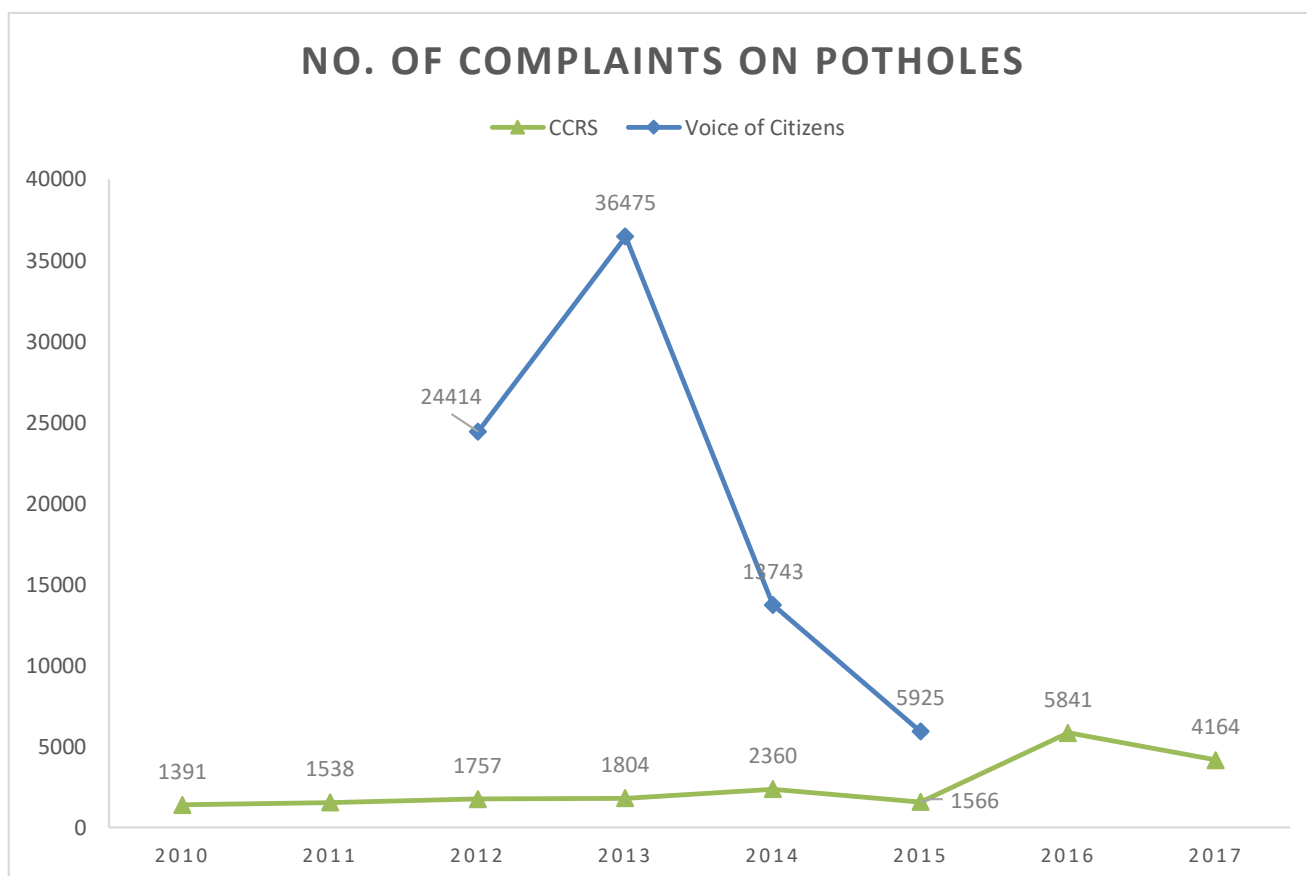
- An essential for an efficient complaint system is citizen feedback – which is missing currently and needs to be bought in through complaint audits.
- There exists no mechanism currently which takes in feedback from the citizens after a complaint is closed by the corporation.

Budgeting process – A budget prepared by the elected

- The national and state budgets are prepared and presented by their respective finance ministers, both of who fall in the deliberative (elected) wing of governments.
- At the city level, however, the budget is prepared and presented by the Municipal Commissioner, a bureaucrat and an unelected executive appointed by Chief Minister through the Urban Development Ministry.
- The elected bodies, namely the standing committee and the Corporation then just debate on it and make small modifications, following which the budget goes into effect for the financial year.
- This system is leading to a trend in which important projects are dropped without any explanation. It leads to a disconnect with the mandate given by the people, which in turn the only explanation for is a simple lack of accountability.
- This system also leads to chronic underutilisation of big budgets.
- **Just like the ‘power of the purse’ at the national level is with the Lok Sabha, the elected House, the preparation and presentation of the budget should be a responsibility of the elected (deliberative) body of the Municipal Corporation of Greater Mumbai (MCGM).**
- This will enhance transparency and accountability in the most important policy document of the year.
- Further, there needs to be a setting of some basic service-level benchmarks in terms of outcomes of the budget. A budget’s core purpose is rendered moot if there is no outcome-based approach which encourages monitoring and tracking of the progress of spending.
- The MCGM needn’t look far for inspiration, the Union Government has also started outcome based budgeting of schemes.

Annexure1

Graph 10: Status of Potholes’ complaints with reference to Voice of Citizen Portal



Note: The above data presents the number of complaints registered on Central Complaint Registration System (CCRS) and MCGM’s Portal (<http://www.voiceofcitizen.com>) of Pothole tracking software across the wards which was started in November 2011 and was stopped in November 2015

One of the problem with MCGM’s complaint redressal mechanism is the lack of awareness among citizens about mechanisms to lodge complaints. In the year November 2011, the MCGM had taken a positive step towards bridging this information gap by launching the 'Voice of Citizens' app and promoting it. The data clearly shows a spurt in the number of complaints in the period immediately following the launch of this app. One cannot say that prior to 2012, roads were in significantly better condition. Rather, in 2012, citizens got to know and use a mechanism which was more user friendly. Subsequently, the number of complaints related to roads dropped again, as its promotion and later as the app was closed down. However, this short-lived experiment highlighted the fact that citizens can indeed participate actively in governance and provide feedback to authorities, if they are given the right forums to do so.

Table 68: Issues of Complaints included in Citizen's Charter

Sr. No.	Complaint	To be resolved (in days)
1	Drainage Chokes and Blockages	1
2	Overflowing drains or manholes	1
3	Odour (Foul Smell) from Drains	1
4	Replacement of Missing / Damaged Manhole	1
5	Raising of Manhole (except in Monsoon)	7
6	Cleaning of septic tank	7
7	Repairs to pipe sewers/main sewers	7
8	Contaminated Water Supply	1
9	Leaks in Water Lines	7
10	Shortage of Water Supply	2
11	Burst Water Main	1
12	Garbage not lifted - Co-authorized Point	1
13	Collection point not attended properly	1
14	Garbage lorry not reported for service/ Lorry not covered	1
15	Providing/removing/replacing dustbins	8
16	Sweeping of road	1
17	Removal of Dead Animals	1
18	No attendance at public toilets	2

Table 69: Party-wise number of questions asked by Councillors during March 2017 to December 2017

Political Party Name	Total Members		Zero Question		1 to 5 Question asked		6 to 10 Question asked		Above 10 Question asked	
	2012	2017	2012	2017	2012	2017	2012	2017	2012	2017
Akhil Bharatiya Sena	2	1	2	0	0	1	0	0	0	0
All India Majlis-e-Ittehad-ul Muslimeen	-	2	-	1	-	1	-	0	-	0
Bharatiya Janata Party	31	84	5	10	20	55	5	18	1	1
Bhartiya Republican Party Bahujan Mahasangha	1	-	0	-	1	-	0	-	0	-
Independent	15	4	3	0	11	4	1	0	0	0
Indian National Congress	52	30	10	7	33	13	9	6	0	4
Maharashtra Navnirman Sena	28	7	4	2	21	3	3	2	0	0
Nationalist Congress Party	13	9	0	4	11	5	2	0	0	0
Republican Party Of India (RPI)(A)	1	-	0	-	1	-	0	-	0	-
Samajwadi Party	9	6	4	0	3	5	1	1	1	0
Shiv Sena	75	85	17	14	49	47	8	19	1	5
Total Members	227	228	45	38	150	134	29	46	3	10

Table 70: Party-wise number of questions asked on civic issues during March 2017 to December 2017

Political Party Name	No. of Members		Road		Drainage		SWM	
	2012	2017	2012	2017	2012	2017	2012	2017
Akhil Bharatiya Sena	2	1	0	0	0	0	0	0
All India Majlis-e-Ittehad-ul Muslimeen	-	2	-	1	-	0	-	0
Bharatiya Janata Party	31	84	15	44	2	12	7	24
Bhartiya Republican Party Bahujan Mahasangha	1	-	0	-	0	-	0	-
Independent	15	4	10	1	1	0	3	0
Indian National Congress	52	30	19	18	10	8	21	12
Maharashtra Navnirman Sena	28	7	20	4	3	0	2	1
Nationalist Congress Party	13	9	6	5	1	0	4	0
Republican Party Of India (RPI)(A)	1	-	0	-	0	-	0	-
Samajwadi Party	9	6	4	3	4	1	2	3
Shiv Sena	75	85	28	75	9	21	23	36
Total	227	228	102	151	30	42	62	76

Table 71: Party-wise number of questions asked on civic issues during March 2017 to December 2017

Political Party Name	Water Supply		Naming/ Renaming of Roads / Chowk		Other related issues		Total	
	2012	2017	2012	2017	2012	2017	2012	2017
Akhil Bharatiya Sena	0	0	0	0	0	1	0	1
All India Majlis-e-Ittehad-ul Muslimeen	-	0	-	0	-	0	-	1
Bharatiya Janata Party	10	16	20	57	40	133	94	286
Bhartiya Republican Party Bahujan Mahasangha	2	-	0	-	2	-	4	-
Independent	2	2	9	5	18	6	43	14
Indian National Congress	11	8	29	7	55	72	145	125
Maharashtra Navnirman Sena	5	3	9	1	42	18	81	27
Nationalist Congress Party	2	0	13	0	24	8	50	13
Republican Party Of India (RPI)(A)	0	-	2	-	0	-	2	-
Samajwadi Party	2	2	1	0	16	11	29	20
Shiv Sena	13	25	44	55	114	157	231	369
Total	47	56	127	125	311	406	679	856

**Supported
by**

Friedrich Naumann
STIFTUNG **FÜR DIE FREIHEIT**



USO House, 6, Special Institutional Area,
New Delhi – 110 167, India
Phone: +91-11-2686 2064 / 2686 3846
Fax: +91-11-26862042
www.southasia.fnst.org | www.stiftung-freiheit.org

Delegation of the European Union to India
5/5, Shantiniketan, New Delhi - 110 021 Phone: +91-
11-66781919 Fax: +91-11-66781955
Website:
http://eeas.europa.eu/delegations/ondia/index_en.htm

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